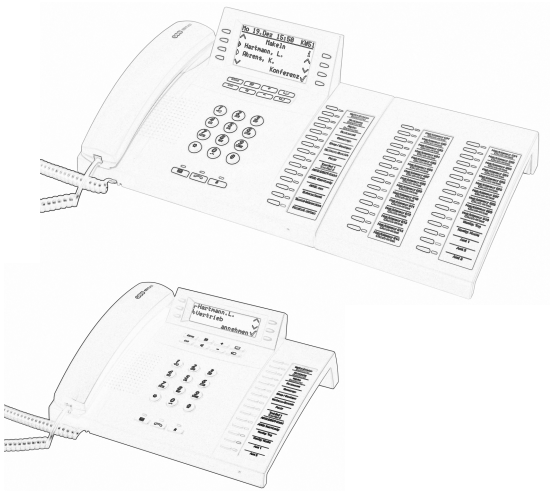
User Manual

System Telephones

COMfortel® 2500
COMfortel® 1500



Symbols used in the Manual

This symbol warns against damage to persons by dangerous electrical voltage.

This symbols warns against property damage.

This symbol warns about possible user errors and circumstances that might lead to functional restrictions or malfunctions.

This symbol marks supplemental advice and tips.

Markers/Formats used

[...] The text in brackets is a place holder, e.g. **[Number]** is a place holder for a numerical number.

The text connected to a display via thin lines is describing the information content of the display and about the functions operated via softkey.

The thick lines connect an action (e.g. a function started via softkey) in the arrow direction with the result (e.g. the next menu, the next possible selection).

Abbreviations used in the Manual

TAM	**T**elephone **A**nswering **M**achine
PIN	**P**ersonal **I**dentification **N**umber. A (often four-digit) secret code that has to be entered to get access to services or authorizations.
LED	**L**ight **E**mitting **D**iode = An electronic device that is very similar to a lamp and is used for displays (also multi-coloured).
CF	Call Forwarding
Softkey	These special keys next to the display change their functionality depending on the current situation.

General limitation of legal responsibility and application

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Accessory and Service components

These are available at your authorized dealer or in the Internet shop distriCOM at http://www.districom-online.de (Only shipping in Germany.)

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Dear Customers!

The manual in your hand describes the operation of the system telephones COMfortel 2500 and COMfortel 1500 in detail. In order to get certain information quickly and to the point, the manual will offer you different helps and guide lines:

- The content on page 3 gives you an idea about content and organization of this manual.
- The index on page 223 helps you to find certain text portions for a certain term.
- In the texts you will be referred to other chapters or pictures with the help of cross references. They will illustrate the respective theme.
- On each page the headline may be used to remember where you actually are. On every page the headline of the section as well as the headline of the corresponding chapter are repeated.

Important

Unintended use may cause e.g. functional restrictions or interferences, the destruction of the device or in a worst case scenario damage to persons.

– *Read the user **manual** and keep it for reference.*

– *Additionally pay attention to the information about guarantee, service, environment, CE compliance and conformity in the **enclosed flyer** "Conditions of guarantee, Information service"*

– *The device described in this manual is made for the indicated use only. If you are not sure about the **intended purpose** of the product, please contact your dealer.*

To be able to use the here described scope of functions completely, the system telephone and the PBX have to use the following firmware versions:
***3.3A** or higher (system telephone)*
***1.5C** or higher (COMmander Business and COMmander Basic.2)*
***2.0A** or higher (COMpact 5010 VoIP and COMpact 5020 VoIP)*
***2.0E** or higher (COMpact 2204 USB, COMpact 2206 USB, COMpact 4406 DSL, COMpact 4410 USB and COMmander Basic).*
The versions can be reviewed via the system telephone (see chapter View Information on Telephone and PBX on page 185). If you have devices with older versions, please update the corresponding devices.

Security Advice

Attention

Please pay attention to the following general advice whenever you place, connect or use the telephone:

– *Read the user manual and keep it for reference.*

– *The device described in this manual is made for the indicated use only. If you are not sure about the **intended purpose** of the product, please contact your dealer.*

– *Pay attention to the relevant **standards** when using 230 Volt power supply and units operating on the power supply.*

– ***Repairs** should only be done by your **authorized dealer**. Contact your authorized dealer or the manufacturer if necessary.*

Warning

Improper use or exchange of the wall-mount power supply may be dangerous to life *or may damage or destroy the device:*

– *Use **only the enclosed wall-mount power supply unit** COMfortel XT-PS (type number 809).*

– *Make sure, the **plug is inserted securely** into the wall mains outlet. Loose plugs or damaged outlets are a fire hazard.*

– ***Do not pull at the cable of the wall-mount power supply.** Pull at the wall-mount power supply itself If you want to switch off the device power.*

– *In case of **damage to the wall-mount power supply: Interrupt the mains power of the house** first before pulling the plug of the wall-mount power supply.*

Warning

***Touching** a **defective connection cable** may cause **a dangerous electric shock.** Also any damages of the case and of the device itself may be dangerous to life.*

– *Connect the plugs only to the **appropriate wall plugs**.*

– *The mains cables of the electric devices and the connection cables have to be **checked** regularly for damages and to be **exchanged** in case of damages.*

– ***Replace damaged components** (e.g. components of the case) immediately.*

– *Use **original components only**.*

– *Do **not** touch the plug contacts **with sharp, metallic** or **humid objects**.*

– *The device should **not be carried on the cables**.*

– *Use the cable channels available on the back side of the telephone for **strain relief.***

Warning

***Liquids entering** the case may cause a **dangerous electric shock** or may damage or destroy the device.*

– *Pay attention when **selecting the installation location** and when **cleaning** the case to prevent liquids from entering the case.*

– *The telephone must **not be used in wet environments** (bath rooms).*

Usage and Functionality

The system telephones COMfortel 2500 and COMfortel 1500 are designed for the connection to the following Auerswald PBX systems:

- COMpact 2204 USB
- COMpact 2206 USB
- COMpact 4406 DSL
- COMpact 4410 USB
- COMpact 5010 VoIP
- COMpact 5020 VoIP
- COMmander Basic (19")
- COMmander Basic.2 (19")
- COMmander Business (19")

Thanks to functions like telephone book, Power Dialling and Caller List they make daily telecommunication easy, timesaving and comfortable. Additionally to the telephony they offer

multiple functions such as call data recording and support for many different PBX system functions. They can be adapted to your personal requirements with the bundled PC software or via the comfortable menu.

The modular design of the COMfortel 2500 allows the expansion with up to three key expansion modules COMfortel Xtension30 that can be connected on the left or right side of the telephone at your choice. Fully expanded there are 105 function keys available.

The COMfortel 2500 can additionally be expanded with the function COMfortel Voicemail (answering machine, backup etc.) by inserting a standard SD card and the release in the Upgrade Centre (chargeable).

Features

Important

The scope of functions described here is only completely usable with a professional installation and a correct configuration of the PBX and the connected PC. We highly recommend to consult your authorized dealer first.

Please ask your network operator about the availability of some ISDN service attributes. Some of these functions may be available for an extra fee.

The operation of the telephones on other PBX systems than recommended or on the public telephone network is not intended.

Some functions described here are only completely usable if the function is available in the PBX and with a correct configuration of the PBX and if the necessary authorization has been assigned.

For some functions a chargeable release via Upgrade Centre is necessary.

- The ISDN features of the connected PBX are supported.
- Automatic identification of the connection type S_0 or U_{P0}
- Charges review of the last call and of all calls
- 800 (COMfortel 2500) or 400 (COMfortel 1500) telephone number entries in the local telephone book of the telephone, up to 4 telephone numbers as well as a text information can be assigned to one name
- Access by name to the telephone book and the internal telephone numbers of the PBX
- Number to name conversion
- Redialling of the last 30 dialled telephone numbers
- Caller list of the last 30 unsuccessful calls with telephone number, name (if stored in the telephone book), date and time
- Calls list of the last 30 successful calls (inbound and outbound) with telephone number, name (if stored in the telephone book), date and time
- Configuration protected by password, telephone lock
- Softkeys for special, context sensitive functions of the system telephone
- Presentation of the context sensitive softkey functions on the display
- Settings are shown as a symbol or text on the display
- Time and date display as well as cost and charge unit display
- White background light[1]
- USB interface for connection to the PC[1]

[1] COMfortel 2500 only

- ISDN PC controller functions (CAPI 2.0 and NDIS-WAN)[1]
- Can be extended with up to 3 key extensions[1]
- Headset connection with DHSG support for wireless headsets[1]
- Destination speed dial keys and busy lamp field for the status display of the subscribers
- Line keys with status display of the exchange lines (external S_0 ports)
- Presentation of the door and switching functions of the PBX on the display/on the function keys
- Function keys to control the PBX functions
- Group and team functions
- Query/Transfer also directly via the destination speed dial keys
- Automatic handsfree operation for internal calls (InterCom)
- Announcement to system telephones (InterCom)
- Waiting field function
- Boss/secretary function
- Hotel function with reception and room telephones
- Macro function, complex function processing by pressing one key
- Schedule calls and repeat unsuccessful calls at a later time
- Power Dialling, automatic redialling (independent of the ISDN feature CCBS - recall on busy)
- Memo pad function to record telephone numbers during a call (memo)
- Touch-tone dialling during a call
- Dial preparation/dialling correction
- 16 (COMfortel 2500) or 8 (COMfortel 1500) ringer melodies, with the enclosed software an own melody may be created
- Speaker listening/handsfree operation/microphone mute
- Volume of the ringer melodies, of the receiver, of the headset (optional) and the handsfree operation can be configured
- Comfortable PC software for configuration and operation is bundled
- Remote configuration of the telephone
- Automatic firmware update with copy function

Features[2] available for Release in the Upgrade Centre

After the release of the function COMfortel Voicemail in the Upgrade Centre the following features are additionally available for you:

- Answering machine (call dependent announcements, tapping, takeover, message forwarding, remote access with quick entry)
- Call recording
- Voice memos
- Recording (announcements, messages, call recordings and voice memos) as a WAV file on the SD card
- Manual and automatic backup of the configuration, of the lists and the telephone book on SD card
- Simple data access to the content of the SD card via standard PC card reader or COMfortel Set

Placing and Cleaning of the Device

Please pay attention to the following advice when installing and cleaning the telephone:

- Put the system telephone on a non slippery pad. It might be possible that some plastics or colours used on furniture are aggressive to the device feet. This chemical reaction might cause damage to the surface of your furniture. The manufacturer is not taking any responsibility for this kind of damage.
- Do not expose the system telephone to strong electromagnetic fields (electric motors, mobile phones, TV, video, radio and household appliances). In extreme cases it may destroy the telephone.
- Protect the device against moisture, dirt, aggressive fluids or steam.
- Avoid placing the device into direct sunshine or other source of temperature.
- If a cleaning is necessary, wipe the case with a damp cloth or use an antistatic cloth. Make sure, no moisture will enter the case. Please observe the following security advice.

[2] Single release for all features is necessary.
Inserting a standard SD card (not in the scope of delivery; see page 20) is necessary.
Only available on the COMfortel 2500.

First Use of the Telephone

Advice

COMfortel 2500: If you like to connect the key expansion module COMfortel Xtension30, read the chapter Connection and Mounting of the Key Extension COMfortel Xtension30 (COMfortel 2500) on page 17 first.

For commissioning of the system telephone, the Auerswald PBX must be connected to the 230-V mains supply.

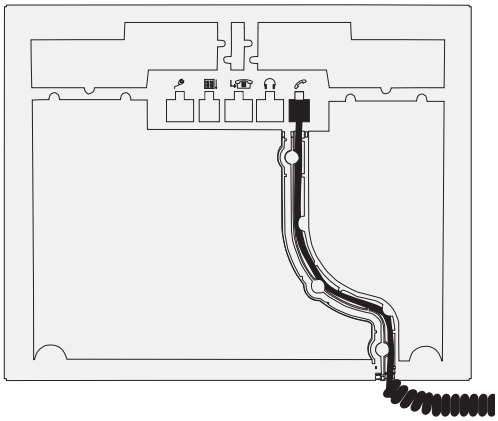
To be able to use the here described scope of functions completely, the system telephone and the PBX need the following firmware versions:
***3.3A** or higher (system telephone)*
***1.5C** or higher (COMmander Business and COMmander Basic.2)*
***2.0A** or higher (COMpact 5010 VoIP and COMpact 5020 VoIP)*
***2.0E** or higher (COMpact 2204 USB, COMpact 2206 USB, COMpact 4406 DSL, COMpact 4410 USB and COMmander Basic).*
The versions can be reviewed via system telephone (see chapter View Information on Telephone and PBX on page 185). If you have devices with an older version, please update the corresponding devices.

Connection of the Receiver

Connect the receiver as follows:

1. Insert the plug at the longer straight end of the spiral cord into the jack marked with the on the bottom side of the telephone and lead the cable via one of the cable channels to the outside (Pic. 1).
2. Put the other end of the spiral cord into the jack of the receiver.

Pic. 1: Connection of the Receiver



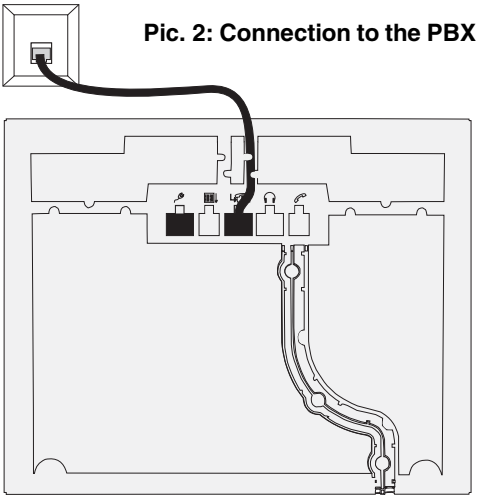
Connection to the PBX

Connect the telephone to the PBX as follows:

1. Put one plug of the enclosed ISDN cable into the jack marked with on the bottom side of the telephone and lead the cable via one of the available cable channels to the outside (Pic. 2 on page 16).
2. Put the other jack of the ISDN cable into an ISDN wall jack connected to the PBX system. The system telephone can be operated on an internal S_0 port as well as on an U_{P0} port of the PBX. For each U_{P0} port only one telephone can be connected (see also manual of the PBX).

3. Put – if existing – the wall-mount power supply COMfortel XT-PS (type number 809) in a freely accessible 230 V mains socket (only necessary when operating a key expansion module COMfortel Xtension30 with a COMfortel 2500; see page 17).
4. Now the system telephone does a selftest. The LEDs will flash, the Auerswald logo and then the name (e.g. "*COMfortel 2500*") as well as the software version of the telephone are shown and a data exchange between the system telephone and the PBX will follow.

Pic. 2: Connection to the PBX



Important

If a system telephone that has been previously attached to another (older) PBX is connected to a COMpact 5010/5020 VoIP or a COMmander Basic.2/Business (or vice versa), the existing configuration will be deleted irreversibly and completely – after confirmation of the question in the display if a PBX change should be done (see also page 184).

COMfortel 2500: If no wall-mount power supply is needed (no expansion COMfortel Xtension30 is connected), the bridge plug has to be put into the jack .

Mandatory Settings

When performing a first time connection to the PBX, the user language and a valid subscriber (MSN) has not yet been entered into the system telephone. In this case and after a few seconds, you will be asked for these entries in the display.

Important

The internal telephone number entered here has to be entered for the corresponding internal S_0 - or U_{P0} port in the configuration programme of the PBX also. Use each of the internal subscriber telephone numbers for only one ISDN devices connected to your PBX.

On the display appears the menu for the language selection.

Use the ^ and v **softkeys** to browse to the option you require and press the ○ **softkey** to the left of the option:

- **[language]**: Selects one of the presented language options as display language.

○ . . .

On the display appears the menu for the MSN entry.

[internal number] ✓

The telephone is now ready for use (If the PBX does not known the date and time yet, the name and version of the telephone is displayed here).

Enter the **internal telephone number**.
Press the ✓ **softkey** to complete the entry.

The individual configuration of the telephone, the settings of the freely programmable function keys as well as the operation of other functions is done via the main menu after pressing the menu key (see Pic. 10 on page 33).

Connection and Mounting of the Key Extension COMfortel Xtension30 (COMfortel 2500)

Before you re-assemble, disconnect the telephone from the PBX and (if already existing) the wall-mount power supply from the 230-V mains power.

***Exchange of the wall-mount power supply may be dangerous to life** or may damage or destroy the device.*

– *Use **only the enclosed wall-mount power supply unit** COMfortel XT-PS (type number 809).*

To use one or more key extension modules COMfortel Xtension30 with the telephone, you will need the wall-mount power supply COMfortel XT-PS (type number 809).

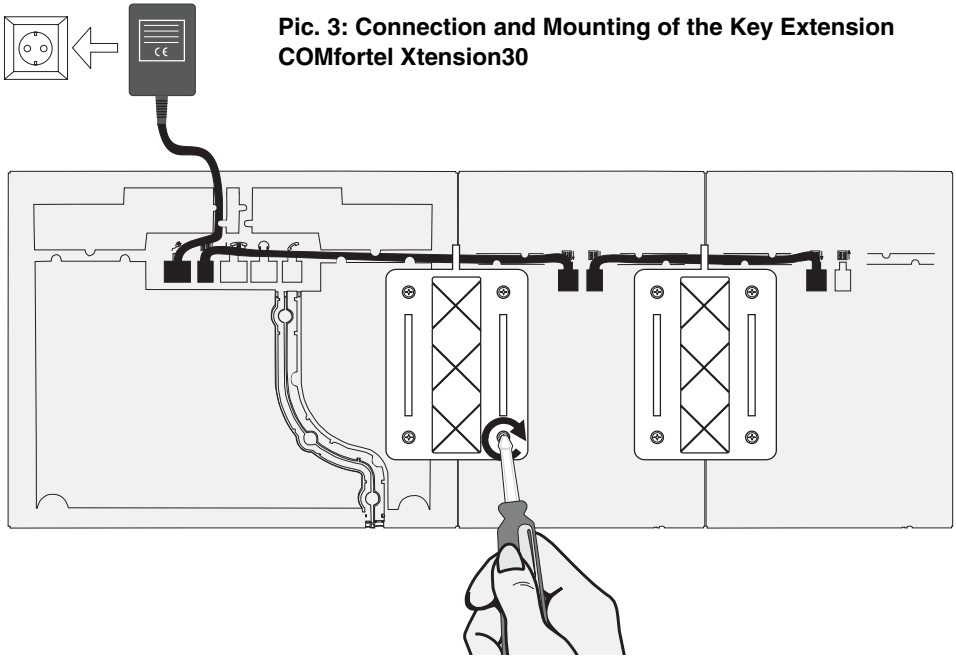
The key extension modules can be attached to the right or left side of the telephone (on the Pic. 3 on page 18 the modules have been attached to the left side next to the receiver). A connection to both sides is not possible.

The installation material (an special connector with four screws) as well as the connection cable (RJ-11 to RJ-10) is enclosed with each key extension module.

Connect the key expansion module to the telephone as follows:

1. Turn the telephone and the first key extension module to be connected topside down so that the bottom side is in front of you. Put it together with help of the special connector as shown on Pic. 3 on page 18 (in the picture the modules have been attached to the left side next to the receiver).
2. Attach the special connector with help of the four enclosed screws.
3. Insert the smaller plug of the connection cable into the jack marked with ↓ on the bottom side of the telephone.
4. Insert the larger plug of the connection cable into the jack marked with ↓ on the bottom side of the key extension module.
5. If you like to connect additional key extension modules (up to three are possible), attach them to the already connected module with help of the special connector and fasten each special connector with the screws.
6. Insert the smaller plug of the connection cable into the jack marked with ↑ on the bottom side of the already connected key extension module.
7. Insert the larger plug of the connection cable into the jack marked with ↓ on the bottom side of the next key extension module.

8. Insert the Western Modular plug of the wall-mount power supply COMfortel XT-PS into the jack marked with on the bottom side of the telephone (remove the bridge plug from the jack first). **Wait with the connection to the 230 V power supply until the first operation starts.**
9. Put the cables into the existing cable channels and empty spaces in such a manner that the cables will not sink and may cause that the telephone wobbles.
10. Turn the telephone around again.



Pic. 3: Connection and Mounting of the Key Extension COMfortel Xtension30

Connect the Headset

Advice

The COMfortel 2500 supports the operation of cable connected headsets as well as wireless headsets (Headsets with a DHSG interface e.g. by GN Netcom or Plantronics). The headset type in use has to be configured in the telephone (chapter Select Type of Headset on page 158).

To connect the COMfortel Headset by Auerswald or other cable connected headsets to the DHSG interface an adapter is necessary that is available as an Auerswald accessory at an authorized dealer.

The COMfortel 1500 supports the operation of cable connected headsets. In this case the connection is made instead of the receiver at the receiver jack . When connecting the COMfortel Headset by Auerswald an adapter is necessary that is available as an Auerswald accessory at an authorized dealer.

Technical data for the connection of a headset can be found on page 187.

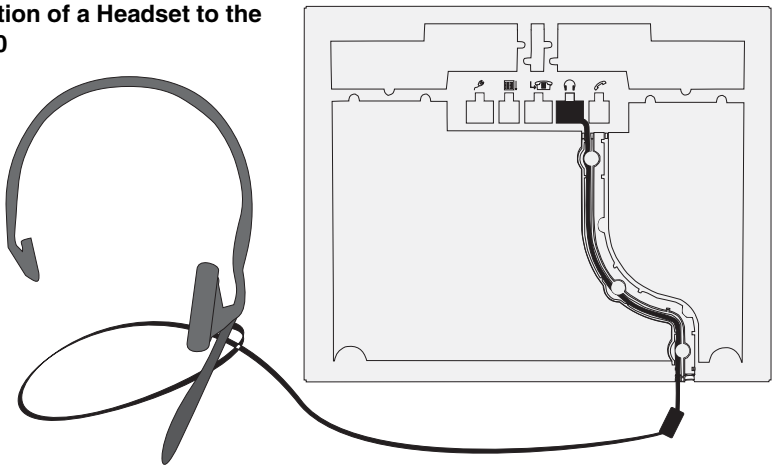
Connect the headset as follows:

1. Only COMfort 1500: Remove the connection plug of the receiver out of the corresponding jack on the bottom side of the telephone.
2. Insert the connection plug to the headset into the jack marked with (COMfortel 2500) or (COMfortel 1500) on the bottom side of the telephone.
3. Lead the cable via one of the cable channels to the outside.

Important

To be able to make calls via headset, you have to activate the headset operation. (chapter Switch on/off Headset Operation on page 97).

Pic. 4: Connection of a Headset to the COMfortel 2500



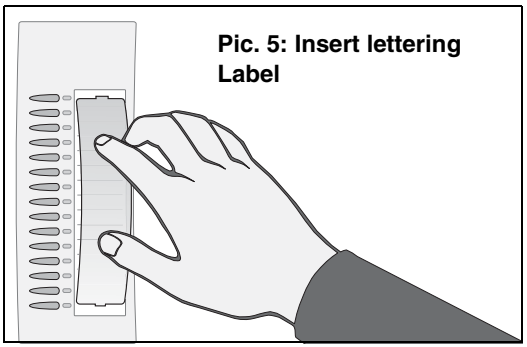
Insert lettering Label

Advice

On page 229 of these instructions you find some lettering label papers to cut out and to label by hand. With the configuration programme COMfortel Set you can also comfortably create and print your label stickers.

Insert the lettering label as follows:

1. Contract the flexible transparent cover with thumb and first finger and lift the cover up (see Pic. 5).
2. Insert the lettering label.
3. Insert the transparent cover with the matted surface upwards again.



Pic. 5: Insert lettering Label

First Operation of the Answering Machine (only COMfortel 2500)

The COMfortel 2500 can be expanded with the function COMfortel Voicemail (answering machine, backup etc.) by inserting a standard SD card and the release in the Upgrade Centre (chargeable).

Insert the SD Card and start it

Important

After inserting the SD card the SD card functions (e.g. answering machine) are released for 30 days one-time. To use the functions after this time a chargeable release of the function COMfortel Voicemail via Upgrade Centre is necessary (see page 21).

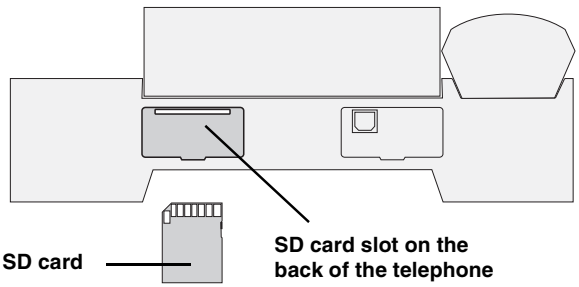
SD cards that match to the SD memory card specification 1.01 are supported. Therefore SD cards with a capacity of up to 2GB are possible. Larger SDHC cards according to the SD memory card specification 2.00 are not supported.

For the correct function a SD card formatted with FAT16 is necessary. A SD card formatted with FAT32 can be reformatted in the telephone (see page 218).

Insert the SD card as follows:

1. Open the plastic cover that is on the left side on the back of the system telephone (see Pic. 6).
2. Insert the SD card with the contacts first into the slot (see Pic. 6).

Pic. 6: Insert the SD Card



3. Close the plastic cover again.
4. SD init will be visible on the display at the right bottom after inserting the controller until the SD card is initialized.
5. As soon as the pictogram is shown instead of SD init the answering machine is ready to start.

Advice

After inserting the SD card for the first time the necessary directory structure will be created on the SD card. The tones used by the answering machine will also be created then. Announcements are not available after inserting the SD card. Individual announcements have to be recorded first (page 199) or standard announcements have to be uploaded with the PC programme COMfortel Set (page 21).

If the initialization has no success after inserting the SD card (SD init is still visible with short interruptions), the SD card is not supported.

If you like to remove the SD card again, you can unlock it with slight pressure out of the slot. To prevent that current processes are interrupted, finish them first (see page 219).

Upload standard Announcements with COMfortel Set

During the installation of the PC programme COMfortel Set with the sw version 1.9 or higher, standard announcements in three different languages (German, English and Italian) are copied to the PC automatically. These are announcements for the call acceptance STANDARD.WAV, the announcement for the remote access REMOTE.WAV and the announcement for the message forwarding FORWARD.WAV.

If you have inserted an SD card into the telephone (page 20), you can upload these announcements via COMfortel Set (page ***COMfortel Set*** ▶ ***Answering machine*** ▶ ***Data exchange*** ▶ ***Standard announcements***) into the telephone. The answering machine is ready for operation now.

Which type of standard announcements are used – German, English or Italian – depends on the language configured in the telephone. For all the languages except German and Italian the English standard announcements will be used.

*With COMfortel Set existing individual announcements (WAV files) can be uploaded into the telephone, too (page **COMfortel Set** ▶ **Answering machine** ▶ **Data exchange**).*

How to record individual announcements via telephone and to assign them is described on page 199.

Buy the Function COMfortel Voicemail in the Upgrade Centre

After inserting the SD card the SD card functions (e.g. answering machine) are released for 30 days one-time. To use the functions after this time a chargeable release of the function COMfortel Voicemail via Upgrade Centre is necessary.

The following data have to be held available for the purchasing in the Upgrade Centre:

- User name and password (you will receive them during the registration/creation of a user account in the Upgrade Centre)
- 12-digit serial number of the telephone (see below)

Advice

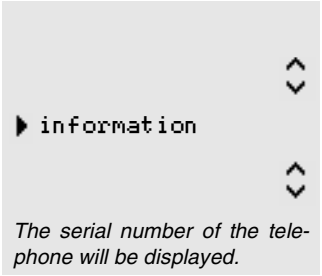
The 10-digit serial number on the sticker of the telephone or on the package wrapper is not sufficient for the release.

You can also request your authorized dealer to perform the release in the Upgrade Centre.

For the released function you will get a release code (20-digit). This has to be entered into the telephone (see page 24).

Perform the **release in the Upgrade Centre** as follows:

1. Review the 12-digit serial number of the telephone in the information menu and write it down.

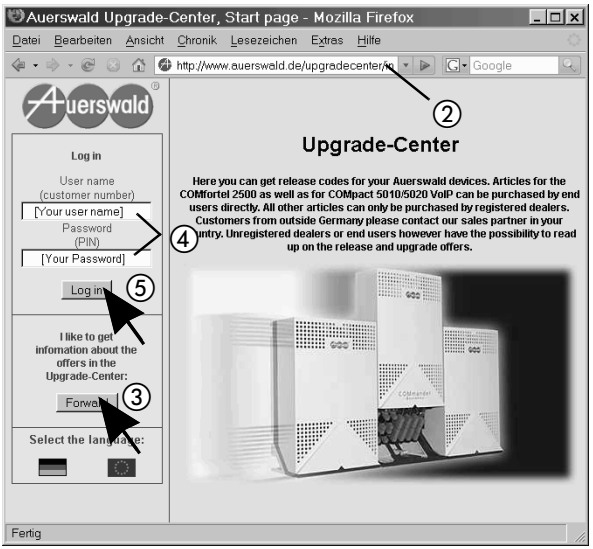


The serial number of the telephone will be displayed.

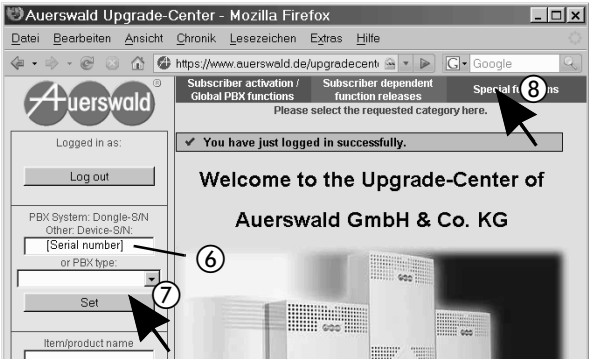
Open the information menu (you find help on page 33).

Use the ^ and v **softkeys** to browse to the option **serial number**.

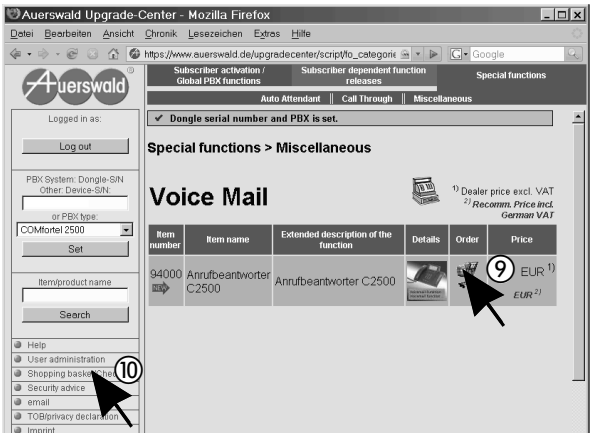
2. Open the Upgrade Centre in the Internet (Internet address: www.auerswald.de/upgrade-Centre).
3. If not existent, create a user account first. Click on the buttons/ links one after the other "***Forward***", "***User administration***" and "***Registration (create a user account)***". Enter the necessary data into the opened form. Now you will get an E-mail with the registration data.
4. Enter under "***User name***" and "***Password***" the data that you have received after creating a user account.
5. Click on the button "***Login***".


Auerswald Upgrade-Center, Start page - Mozilla Firefox
Datei Bearbeiten Ansicht Chronik Lesezeichen Extras Hilfe
http://www.auerswald.de/upgradecenter/
Google
Log in
User name
(customer number)
[Your user name]
Password
(PIN)
[Your Password]
Log in
I like to get
infomation about the
offers in the
Upgrade-Center:
Forward
Select the language:
Upgrade-Center
Here you can get release codes for your Auerswald devices. Articles for the COMfortel 2500 as well as for COMpact 5010/5020 VoIP can be purchased by end users directly. All other articles can only be purchased by registered dealers. Customers from outside Germany please contact our sales partner in your country. Unregistered dealers or end users however have the possibility to read up on the release and upgrade offers.
2
3
4
5
Fertig

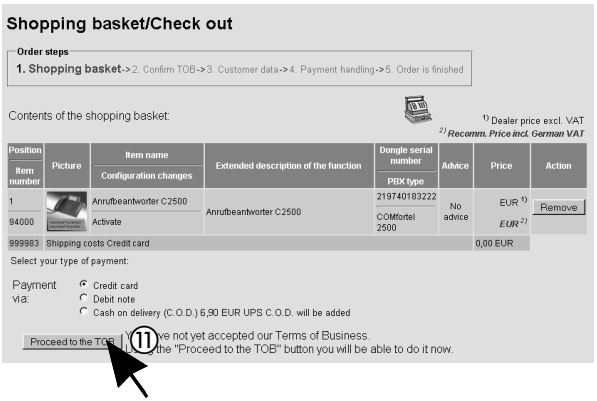
6. Enter the serial number of the telephone into the field "***Other: Device-S/N.:***".
7. Then click on the button "***Set***".
8. Now you can select the category for shopping.



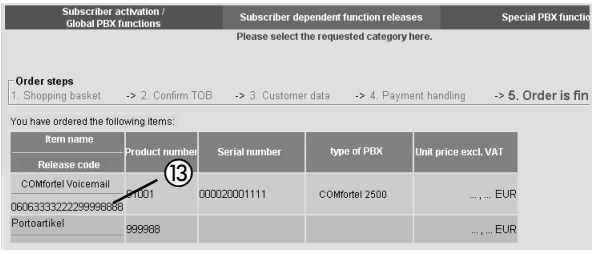
9. Put the selected items into the shopping basket via mouse click in the column "***Order***".
10. If you have selected all requested items, click on the field "***Shopping basket / check out***".



11. The selected item is shown in the basket. If you do not like to change anything, click on the button "***Proceed ...***".
12. Follow the additional instructions.



13. The code necessary for the release is shown to you right after the purchase in the column “***Release code***”.

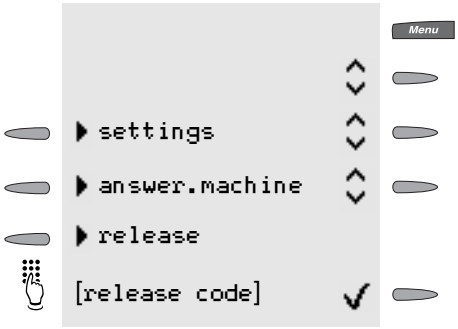


Advice

If your E-mail address is known to the Upgrade Centre, you will receive the order confirmation via E-mail again. If you have not entered any E-mail address, please print this page. It is the order confirmation for your purchase.

Enter the Release Code into the Telephone

Enter the 12-digit release code via the menu of the telephone. Then the function COMfortel Voicemail will be released.



Open the settings menu for the setting “release” (You will find help on page 33).

Enter the **release code**.

Press the ✓ **softkey** to complete the entry.

Display-driven Usage of the Telephone

The COMfortel 2500 has a five lines, the COMfortel 1500 has a three lines graphic display with 16 characters each (when entering telephone numbers the character size is reduced to display more characters).

On both sides there is place for up to four (COMfortel 2500) or three (COMfortel 1500) icons that display the function of the softkeys next to them (see page 27).

Exceptions: In the second level menu/function level (after pressing the key ▷2) no icons are used. The function is described in text form next to the corresponding key. In the information menu some softkeys are not used to be able to display more information.

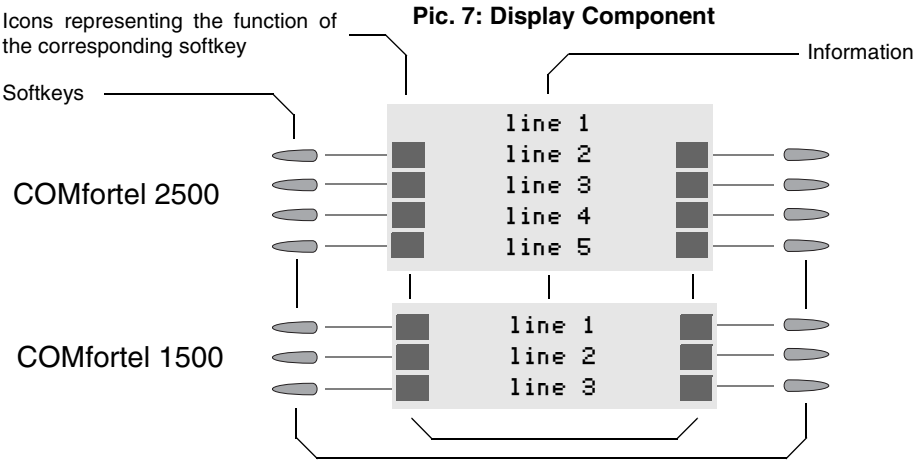
Advice

The contents of the display depends on the status of the telephone. The display content is presented in the following with the help of pictures:

- *Pic. 9 on page 32 for the idle state*
- *Pic. 10 on page 33 for the main menu (after pressing on the menu key)*
- *Pic. 19 on page 44 for an inbound call*
- *Pic. 20 on page 57 for an outbound call*
- *Pic. 21 on page 62 for a conversation*
- *Pic. 22 on page 69 for two conversations*
- *Pic. 23 on page 76 for the telephone book*
- *Pic. 28 on page 85 for redialling*
- *Pic. 29 on page 87 for the calls list*
- *Pic. 30 on page 89 for the caller list*
- *Pic. 33 on page 192 for the TAM list*
- *Pic. 35 on page 195 for the TAM voice memo*

Only functions are offered that can be used in the corresponding status.

If it is not possible to display all information due to lack of space (especially with the COMfortel 1500), only the most important functions are displayed.



Pic. 7: Display Component

Pic. 8: Control Elements

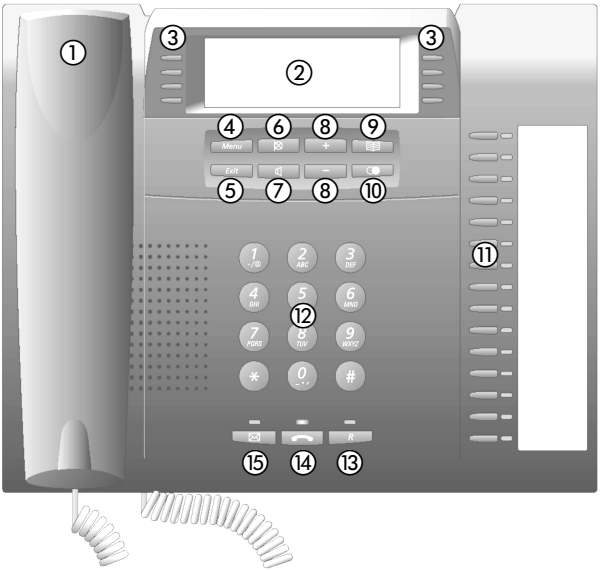
① **Receiver**

② **Display (see page 25):**
– COMfortel 2500: 5 lines
– COMfortel 1500: 3 lines

③ **Softkeys (status dependent keys):**
– COMfortel 2500: four on each side
– COMfortel 1500: three on each side

④ **Menu key:**
– opens the main menu (see page 33) from the idle state or already open menu

⑤ **Exit key:**
– returns to the idle state
– unfinished or incorrect settings are not stored



⑮ **Message Key with LED:**
– LED signals (new) entries
– opens the caller list (see page 87) from the idle state
– opens the TAM list (see page 190) from the idle state
– opens the TAM voice memo (see page 193) from the idle state

⑥ **Microphone Key:**
– switches off/on the microphone in the receiver, base device or headset depending on the call status (mute)

⑦ **Speaker Key:**
– switches the speaker on (speaker mode) and perhaps additionally the microphone in the base device (handsfree operation)

⑧ **Plus/Minus Keys:**
– change voice and ringer volume as well as contrast and brightness depending on the status of the telephone

⑨ **Telephone Book Key:**
– opens the telephone book (see page 75) from the idle state or already open menu

⑩ **Redial Key:**
– opens the redial list (see page 84) from the idle state
– dials the last dialled number when picking up the receiver

⑪ **Function Keys with LED:**
– LED signals the status depending on the configured setting
– freely programmable (see page 155)

⑫ **Keypad:**
– alphanumeric
– key occupation see Table 1 on page 27

⑬ **Query Key with LED:**
– starts query

⑭ **Hook Key with LED:**
– LED signals inbound calls
– substitute for the mechanical hook switch

Table 1: Character Codes of the Keypad

	Capital Characters	Small Characters
1	1 - / @ +	
2 ABC	A B C 2 Ä Æ Å Ç	a b c 2 ä æ å á à â ç
3 DEF	D E F 3 É	d e f 3 é è ê ë
4 GHI	G H I 4	g h i 4 ì í î ï
5 JKL	J K L 5	j k l 5
6 MNO	M N O 6 Ö Ø	m n o 6 ö ø ñ ó ò ô
7 PQRS	P Q R S 7 ß	p q r s 7 ß
8 TUV	T U V 8 Ü	t u v 8 ü ú ù û ÿ
9 WXYZ	W X Y Z 9	w x y z 9
0	space 0 . , : ; ’ “ ? ¿ ! ¡ _	
*	* ( ) [ ] < = > « » ^ ‘ ~ { }	
#	# % & § £ $ €	

Table 2: Icons in the Display

In the Idle State	
Switch from the idle state to the Menu/Function level 2.	Activate Call Number suppression (CLIR) for the next call(s).
Deactivate still unsuccessful Power Dialling prematurely.	Deactivate active telephone lock (PIN entry is necessary).
Review Memo (telephone number note).	Reactivate the deactivated answering machine.
	Deactivate the activated answering machine.
Scheduled Call	
Open an existing entry for editing/delete.	Start to create a new entry.

Table 2: Icons in the Display

Number Lists			
	Delete single entries of the caller, calls or redial list.		Copy telephone numbers into the dial preparation (for dialling or taking over into the telephone book).
	Delete all entries of caller, calls or redial list.		Display additional information.
Telephone Book			
	Open extended presentation of the displayed contact.		Start to create a new contact.
	Open an existing contact for editing/deletion.		Enter/change the name.
	Add/change a business telephone number of the contact.		Add/change a private number to the contact.
	Add/change a business mobile phone number of the contact.		Add/change a private mobile phone number to the contact.
	Add/change a comment of the contact.		Add/change a call macro to a contact.
	Take over a telephone number for dialling into the dial preparation.		Insert special character (only when entering a macro).
	Delete contact.		Select ringer melody for the contact.
Menu Navigation			
	Switch from the idle state to the menu/function level 2.		Back to the previous menu or the previous level.
	Scroll display to the next entry (Scroll-up key) or next function or automatic scrolling by holding the key or by simultaneous pressing of the scroll-down key go to the start of the list.		Scroll display to the previous entry or to the previous function (Scroll-down key) or automatic scrolling by holding the key or by simultaneous pressing of the scroll-up key go to the start of the list.
	Open scroll list (only available in case of more than three entries).		Selection of an entry in the scroll list for editing.

Table 2: Icons in the Display

Dial Preparation	
Move the cursor to the left.	Move the cursor to the right.
Delete last character in front of the cursor. The whole entry is deleted by holding the key (2 seconds).	Take over the telephone number entered into the dial preparation (or adapted) into the telephone book.
Return to the idle state.	Accept entry and dial.
During a Call/Conversation	
Scroll function display in the display bottom line to the next function.	Scroll function display in the display bottom line to the next function.
Selection of the call partner (currently not active/waiting) for additional functions or for alternation.	Selection of the call partner (currently not active) for additional functions during a conference.
Selection of the call partner (currently active) for additional functions or for alternation.	Selection of the call partner (currently active) for additional functions during a conference.
Get information about the current call.	Display only: The speaker mode is switched on.
Select the function presented in the display bottom line during a call/conversation.	Display only: The handsfree operation is activated.
	Display only: The microphone is switched off (mute).
Key Assignment	
Enter/change the telephone numbers.	Enter/change the names.
Enter the telephone number to be forwarded.	Switch between different options.
Accept the entry.	

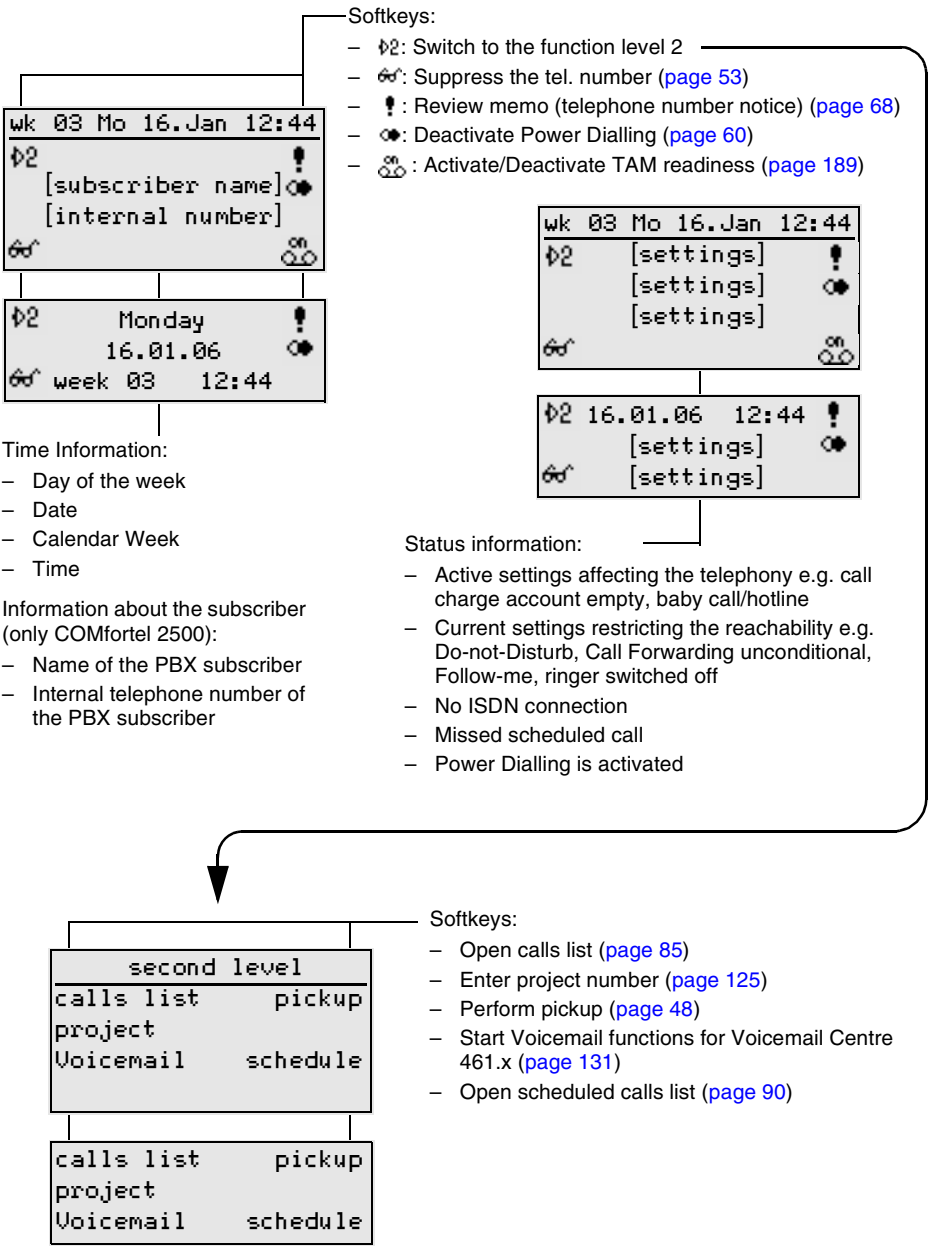
Table 2: Icons in the Display

Entry (Digits/Characters)			
<	Move the cursor to the left.	>	Move the cursor to the right.
←	Delete the last character in front of the cursor. Holding the key (2 sec.) deletes the whole entry.	✓	Accept the entry.
A-z	Switch to large characters for the next character during character entry. Then switch back to small characters.	A-Z	Switch to large characters during character entry.
		a-z	Switch to small characters during character entry.
Confirmation			
✓	"Yes" as an answer to a question. Or: Confirm display of a change to return to the idle state.	✗	"No" as an answer to a question.
Selection			
○	Select and accept the function near the icon in text form (currently not activated).	●	Select and accept the function near the icon in text form (currently activated).
✓	Accept changes (activation of the check boxes).	☐	Activate check box (currently not activated).
		☑	Deactivate check box (currently activated).
Blocks			
○○○	Change the block for the function nearby (currently no block).	●○○	Change the block for the function nearby (currently blocked for guests).
●●○	Change the block for the function nearby (currently blocked for guests and users).	●●●	Change the block for the function nearby (currently blocked for guests, users and SubAdministrator).

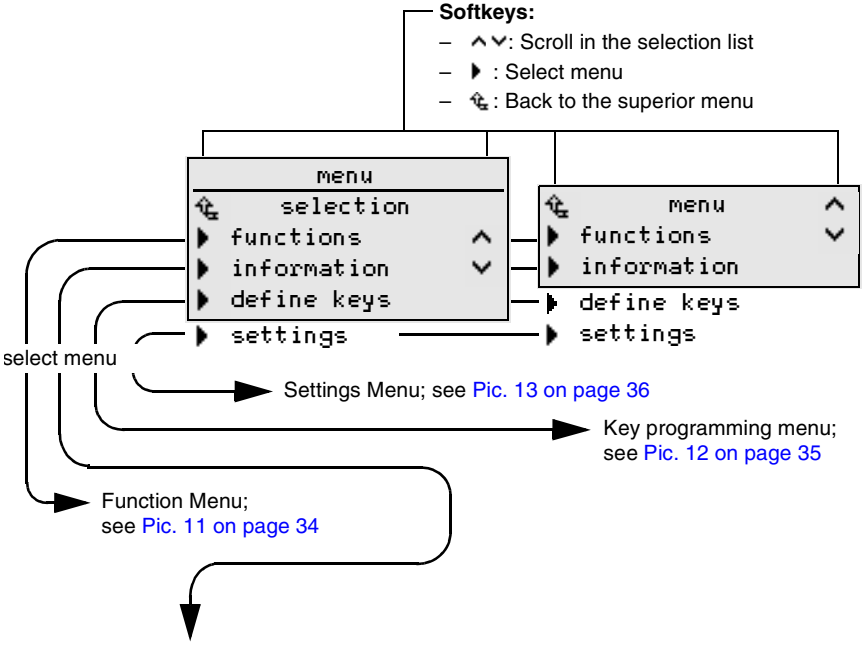
Table 2: Icons in the Display

Answering Machine Functions	
Skip to the next (older) recording. Or: Skip the current recording during the playback.	Skip to the previous (later/newer) recording. Or: Repeat the current recording during the playback.
Start the playback of the recording.	Stop the playback.
Delete the recording.	Display only: The recording is a new message or notice.
Reactivate the deactivated answering machine.	Display only: The recording is an old or already reviewed message or memo.
Deactivate the activated answering machine.	Display only: The recording is a call recording.
Display only: Data transfer between SD card and PC.	Display only: The SD card is currently initialized.
Voicemail Functions (with Voicemail Centre 461.2)	
Skip the currently heard recording.	Repeat the last or current recording.
Stop the playback or stop the recording of the announcement.	Delete the currently heard recording.
Start the recording of the announcement. (If you like to save an announcement “without recording option”, press the key until “**only announcement**” is presented in the display.)	Start the playback of the new, unheard recordings (hold the key for the playback of all messages until the “**all messages**” is presented in the display).
Start to switch the announcement.	Delete all recordings.
Start manual control.	Switch to the menu/function level 1.

Pic. 9: Display Options in the idle State


Softkeys:
– ◊2: Switch to the function level 2
– : Suppress the tel. number (page 53)
– : Review memo (telephone number notice) (page 68)
– : Deactivate Power Dialling (page 60)
– : Activate/Deactivate TAM readiness (page 189)
wk 03 Mo 16.Jan 12:44
◊2
[subscriber name]
[internal number]
◊2 Monday
16.01.06
week 03 12:44
Time Information:
– Day of the week
– Date
– Calendar Week
– Time
Information about the subscriber (only COMfortel 2500):
– Name of the PBX subscriber
– Internal telephone number of the PBX subscriber
wk 03 Mo 16.Jan 12:44
◊2 [settings]
[settings]
[settings]
◊2 16.01.06 12:44
[settings]
[settings]
Status information:
– Active settings affecting the telephony e.g. call charge account empty, baby call/hotline
– Current settings restricting the reachability e.g. Do-not-Disturb, Call Forwarding unconditional, Follow-me, ringer switched off
– No ISDN connection
– Missed scheduled call
– Power Dialling is activated
second level
calls list pickup
project
Voicemail schedule
calls list pickup
project
Voicemail schedule
Softkeys:
– Open calls list (page 85)
– Enter project number (page 125)
– Perform pickup (page 48)
– Start Voicemail functions for Voicemail Centre 461.x (page 131)
– Open scheduled calls list (page 90)

Pic. 10: Display Options in the Main Menu (after Pressing the Menu Key)



Selection list* in the **Information menu**:

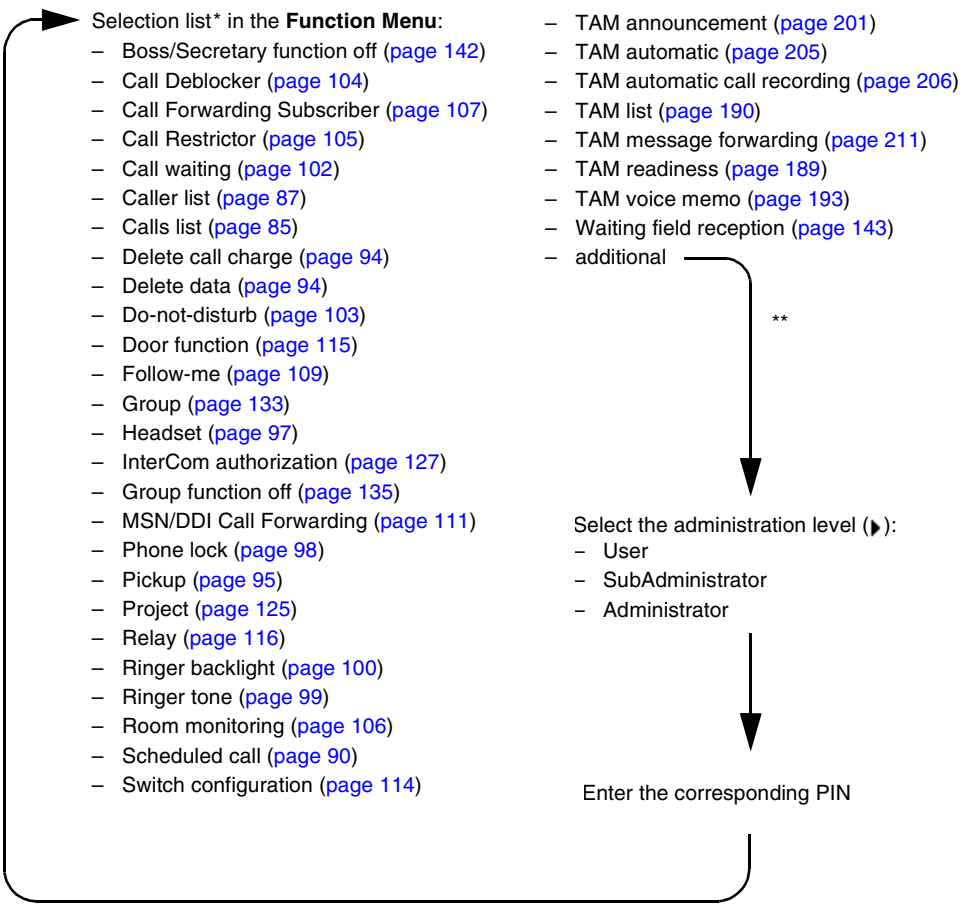
- Version telephone (page 185)
- Version PBX (page 185)
- MSN/name (page 157)
- Configuration (page 114)
- Subscriber Call Forwarding unconditional (page 107)
- Subscriber Call Forwarding on busy (page 107)
- Subscriber Call Forwarding on no reply (page 107)
- Call Deblocker (page 104)
- Call Restrictor (page 105)
- Ringer tone (page 99)
- Ringer volume (page 172)
- Call waiting (page 102)
- Call waiting signal (page 168)
- InterCom authorization (page 127)
- Interface (page 185)
- Headset type (page 158)
- Headset (page 97)
- Hardware (page 185)
- Call charge (page 185)
- Charge allowance (page 185)
- Serial number (page 185)
- TAM message forwarding (page 212 and page 214)
- TAM quick access (page 211)
- SD card (page 185)

* Scroll with the ^ v **softkeys** to the requested selection and press the ▶ **softkey** to select the function or scroll with the ^ v **softkeys** to the requested information.

To return to the previous menu level, press the ↰ **softkey**.

To return to the idle state, press the **exit key**. Besides this the telephone switches back to the idle state automatically if no key has been pressed for 30 seconds.

Pic. 11: Function Menu


Selection list* in the **Function Menu**:
– Boss/Secretary function off (page 142)
– Call Deblocker (page 104)
– Call Forwarding Subscriber (page 107)
– Call Restrictor (page 105)
– Call waiting (page 102)
– Caller list (page 87)
– Calls list (page 85)
– Delete call charge (page 94)
– Delete data (page 94)
– Do-not-disturb (page 103)
– Door function (page 115)
– Follow-me (page 109)
– Group (page 133)
– Headset (page 97)
– InterCom authorization (page 127)
– Group function off (page 135)
– MSN/DDI Call Forwarding (page 111)
– Phone lock (page 98)
– Pickup (page 95)
– Project (page 125)
– Relay (page 116)
– Ringer backlight (page 100)
– Ringer tone (page 99)
– Room monitoring (page 106)
– Scheduled call (page 90)
– Switch configuration (page 114)
– TAM announcement (page 201)
– TAM automatic (page 205)
– TAM automatic call recording (page 206)
– TAM list (page 190)
– TAM message forwarding (page 211)
– TAM readiness (page 189)
– TAM voice memo (page 193)
– Waiting field reception (page 143)
– additional
**
Select the administration level (▶):
– User
– SubAdministrator
– Administrator
Enter the corresponding PIN

* Scroll to the requested selection with the ^ v **softkeys** and press the ▶ **softkey** to select the function.

To scroll back to the previous menu level, press the ↰ **softkey**.

To return to the idle state, press the **exit key**. Besides this the telephone automatically switches back to the idle state if no key has been pressed for 30 seconds.

Some functions are only offered if the function is available on the PBX and has been configured and perhaps an authorization for the use of this function has been assigned.

Pic. 12: Key Programming Menu

Press the key to be defined

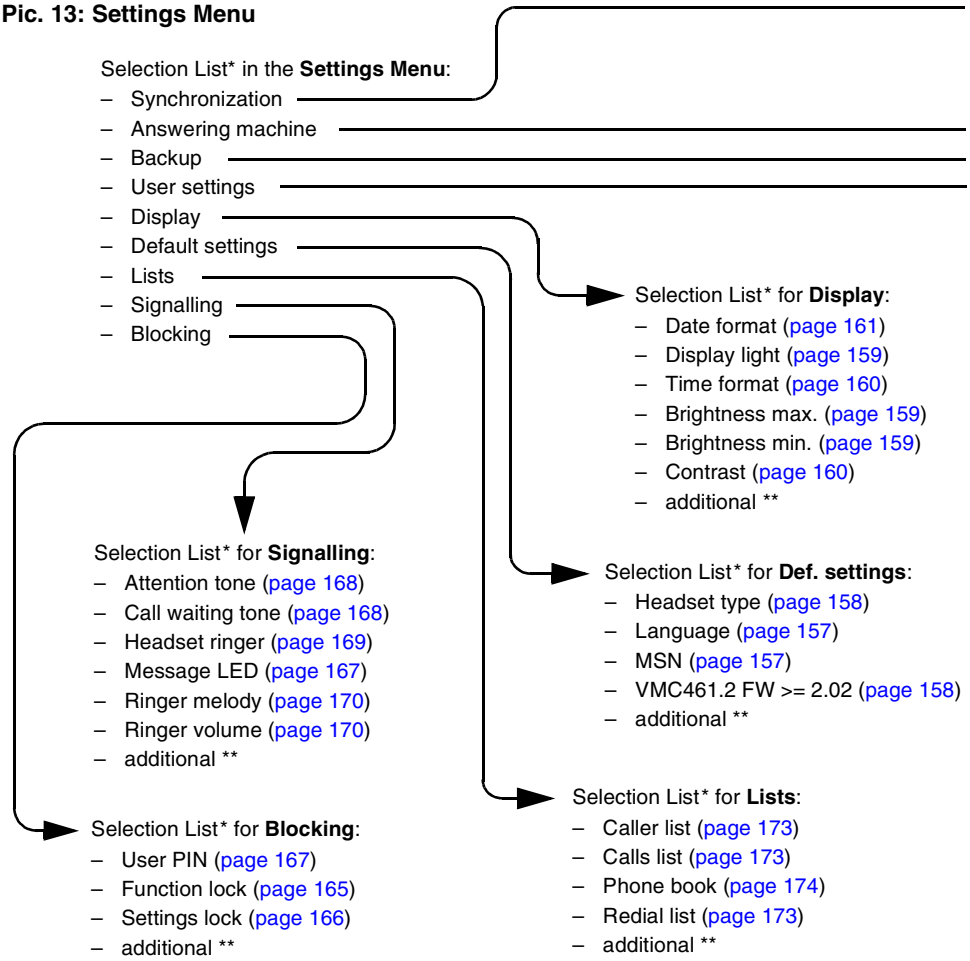
Select the level to be selected (▶):
- First level
- Second level ***

Selection list* in the **Key programming menu**:
- Boss key (page 141)
- Boss/Secretary function off (page 142)
- Call Deblocker (page 104)
- Call Forwarding Subscriber (page 107)
- Call Restrictor (page 105)
- Call waiting (page 102)
- Caller list (page 87)
- Calls list (page 85)
- Do-not-disturb (page 103)
- Door function (page 115)
- Exchange line (page 118 and page 120)
- Exchange line transfer (page 138)
- External MSN (page 119)
- Follow-me (page 109)
- Group (page 133)
- Headset (page 97)
- Hotel room (page 149)
- InterCom (page 129)
- InterCom authorization (page 127)
- Group function off (page 135)
- Macro (page 123)
- MSN/DDI Call Forwarding (page 111)
- Phone lock (page 98)
- Pickup (page 95)
- Project (page 125)
- Relay (page 116)
- Ringer backlight (page 100)
- Ringer tone (page 99)
- Room monitoring (page 106)
- Scheduled call (page 90)
- Secretary key (page 139)
- Shift
- Speed dialling (page 122)
- Switch configuration (page 114)
- TAM announcement (page 203)
- TAM automatic (page 205)
- TAM automatic call recording (page 206)
- TAM call recording (page 207)
- TAM list (page 190)
- TAM message forwarding (page 211)
- TAM readiness (page 189)
- TAM voice memo (page 193)
- Text before answering (page 135)
- Voicemail Centre (page 131)
- VoIP account (page 121)
- Waiting field reception (page 143)
- Waiting field (page 143)
- additional **

** The functions available in the selection list can be blocked against unauthorized use (page 165). The release or display of these blocked functions in the selection list requires to enter of the corresponding PIN after selecting "**additional**" (see also Pic. 11 on page 34). The release stays active during the now following settings and will be re-blocked again after 60 seconds without pressing a key or by pressing the selection "**logout**" in the menu **"settings ▶ blocking ▶ additional".** Additionally in this menu it is possible to check and change the now existing releases.

*** If the selected key/level has already been assigned with another function, a selection menu follows for the next procedure after selecting the level. If you select "new", you select a new function for the corresponding key. If you select "Delete", the key will be empty thereafter. Keys that are assigned with defined functions, can be redefined via "change" (e.g. new telephone number for Call Forwarding). If you are in error and if you like to continue to use the previous status, press the **softkey**.

Pic. 13: Settings Menu


Selection List* in the **Settings Menu**:
– Synchronization
– Answering machine
– Backup
– User settings
– Display
– Default settings
– Lists
– Signalling
– Blocking
Selection List* for **Display**:
– Date format (page 161)
– Display light (page 159)
– Time format (page 160)
– Brightness max. (page 159)
– Brightness min. (page 159)
– Contrast (page 160)
– additional **
Selection List* for **Def. settings**:
– Headset type (page 158)
– Language (page 157)
– MSN (page 157)
– VMC461.2 FW >= 2.02 (page 158)
– additional **
Selection List* for **Signalling**:
– Attention tone (page 168)
– Call waiting tone (page 168)
– Headset ringer (page 169)
– Message LED (page 167)
– Ringer melody (page 170)
– Ringer volume (page 170)
– additional **
Selection List* for **Lists**:
– Caller list (page 173)
– Calls list (page 173)
– Phone book (page 174)
– Redial list (page 173)
– additional **
Selection List* for **Blocking**:
– User PIN (page 167)
– Function lock (page 165)
– Settings lock (page 166)
– additional **

* Scroll to the requested selection with the ^ v **softkeys** and press the ▶ **softkey** to select the function.
To scroll back to the previous menu level, press the ↰ **softkey**.
To return to the idle state, press the **exit key**. Besides this the telephone automatically switches back to the idle state if no key has been pressed for 30 seconds.

** The functions available in the selection list can be blocked against unauthorized use (page 165). The release or display of these blocked functions in the selection list requires to enter of the corresponding PIN after selecting "**additional**" (see also Pic. 11 on page 34). The release stays active during the now following settings and will be re-blocked again after 60 seconds without pressing a key or by pressing the selection "**logout**" in the menu **"settings ▶ blocking ▶ additional".** Additionally in this menu it is possible to check and change the now existing releases.

Selection List* for **Synchronization**:
- Synchronization with PBX (page 182)
- Distribute Firmware (page 182)
- Firmware Update (page 181)
- Select PBX (page 184)
- additional **

Selection List* for **Answering machine**:
- Release (page 24)
- Accepting call (page 196)
- Announcement (page 199)
- Automatic playback (page 198)
- Call record tone (page 208)
- Forwarding target (page 214)
- Forwarding time (page 214)
- Forwarding announcement (page 213)
- Forwarding repetition time (page 215)
- Forwarding repetitions (page 215)
- Listen in (page 197)
- Quick access (page 211)
- Recording delay time (page 196)
- Recording time (page 197)
- Remote access (page 209)
- Remote access toll saver (page 210)
- additional **

Selection List* for **Backup**:
- Automatic (page 218)
- Configuration (page 216)
- COMfortel 2500 -> SD-Card (page 217)
- SD-Card -> COMfortel 2500 (page 217)
- additional **

Selection List* for **User settings**:
- Keys 2nd level (page 163)
- Macro display (page 162)
- Menu definition (page 162)
- Speed dialling key (page 164)
- additional **

Telephone with Comfort

Handsfree Operation

In case of handsfree operation the loudspeaker and the microphone are switched on in the device. This way you can make a call although you do not have any free hand. Besides this another person in the room can take part in the call.

During a call you can activate loudspeaker and microphone in the device by pressing the **loudspeaker key (approx. 2 seconds)** (see Pic. 14 on page 39). In this mode the microphone of the receiver is switched off but the loudspeaker of the receiver stays active.

During the connection setup the handsfree operation can be switched on **with the hook key as well as with the loudspeaker key** (see Pic. 14 on page 39). The same way you can also terminate the call.

During handsfree operation the following symbol is presented on the display: .

Advice

With help of the plus/minus keys you can change the volume in the loudspeaker during the handsfree operation.

In case of headset operation there are some differences to this usage because the hook key is needed for the starting and finishing of a headset call (see page 41).

Switch on/off Speaker Mode

In the speaker mode the loudspeaker in the device is switched on in addition to the loudspeaker and microphone in the receiver. Due to this you can enable a person in the room to listen to the call, too. You will continue the call via the receiver (no handsfree operation).

You can switch on/off the speaker mode **during a call** by pressing the **loudspeaker key** once and shortly - (see Pic. 14 on page 39).

If you hang up the receiver in the speaker mode, the call will be finished. You can switch from speaker mode to handsfree operation by pressing the loudspeaker key a longer period of time (approx. 2 seconds).

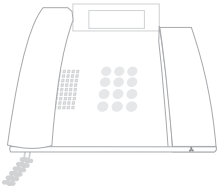
During speaker mode the following symbol is presented on the display: .

Advice

With help of the plus/minus keys you can change the volume in the loudspeaker during speaker mode.

Pic. 14: Handsfree Operation and Speaker Mode (Overview)

Idle State



Dial telephone number and press loudspeaker key –> **Handsfree operation**

Dial telephone number and press hook key –> **Handsfree operation**

Handsfree Operation

Press loudspeaker key –> **Idle state**

Press hook key –> **Idle state**

Pick up the receiver –> **Normal call**

Normal Call

Hang up the receiver –> **Idle State**

Hold the loudspeaker key for approx. 2 seconds –> **Handsfree operation (receiver off-hook)**

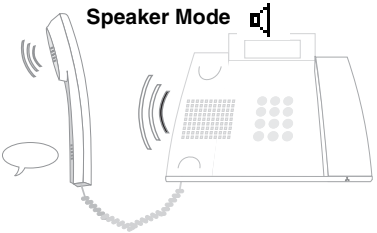
Press the loudspeaker key –> **Speaker mode**

Handsfree Operation (Receiver is off-hook)

Press loudspeaker key –> **Normal call**

Press hook key and hang up –> **Idle State**

Speaker Mode



Press loudspeaker key for approx. 2 seconds –> **Handsfree operation (receiver is picked up)**

Press loudspeaker key –> **Normal call**

Hang up the receiver –> **Idle State**

Finish a Call without hanging up the Receiver

If you like to finish the current call and like to start another call right after, you do not have to hang up the receiver. If you press the hook key, the telephone returns to the idle state in spite of the picked up receiver and you can start a new call.

Advice

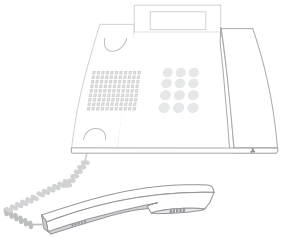
If you do not start to dial within 30 seconds, you will hear a busy tone in the receiver.

Pic. 15: Finish a call without hanging up

Normal Call

Press hook key –> **Idle state (receiver is off-hook)**

Idle State (Receiver is picked up)



Dial telephone number and press hook key –> **Normal call**

The Call Partner hangs up

If your call partner finishes the call, your telephone will enter the idle state. If the receiver is off-hook, a busy tone can be heard in the receiver for some seconds and then also in the loudspeaker of the handset module. This should prevent the case that the receiver has not been hanged up properly by mistake.

Muting the Microphone

If you like to discuss anything with anyone in the room without being heard by your call partner, you can press the muting key. In this case the currently active microphone – in the receiver, basic unit or headset – will be deactivated and can be activated again by pressing the muting key.

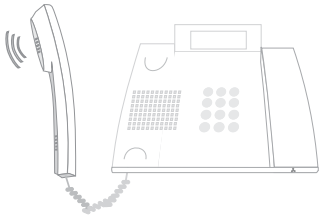
While muted the following symbol is shown in the display: .

Pic. 16: Mute a Call

Normal Call

Press microphone key –> **Microphone is switched off**

Microphone is switched off



Press microphone key –> **Normal call**

Make Calls via Headset with the COMfortel 2500

In order to be able to make calls via headset, the headset operation must be activated (see page 97).

In headset operation you can **start calls** from the idle state by simply pressing the **hook key** (see Pic. 17 on page 42). The **repeated pressing of the hook Key** during a call – independent from the call type – **terminates it.**

If you additionally pick up the receiver during the headset call, the call can be listened to via its loudspeaker (the microphone in the receiver is still switched off). At any time the receiver can be hung up without finishing the call (see Pic. 18 on page 43).

Advice

You can change the volume in the headset with help of the plus/minus keys.

Make Calls via Headset with the COMfortel 1500

In order to be able to make calls via headset, the headset operation must be activated (see page 97).

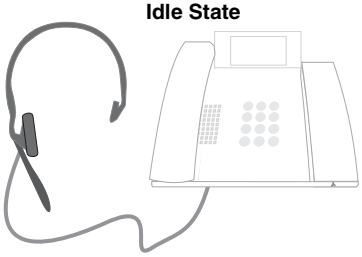
In headset operation you can **start calls** by simply pressing the **hook key** during the idle state (see Pic. 17 on page 42). The **repeated pressing of the hook key** during a call - independent from the call type – **terminates it.**

Advice

You can change the volume in the headset with help of the plus/minus keys.

Pic. 17: Headset Operation with Handsfree Operation and Speaker Mode (Overview)

Idle State



Dial telephone number and press hook key –> **Normal headset call**

Dial telephone number and press loudspeaker key –> **Handsfree operation**

Normal Headset Call

Hold the loudspeaker key for approx. 2 seconds –> **Handsfree operation**

Press loudspeaker key –> **Speaker mode**

Press hook key –> **Idle State**

Handsfree Operation

Press loudspeaker key –> **Normal headset Call**

Press hook key –> **Idle State**

Speaker Mode

Press loudspeaker key for approx. 2 seconds –> **Handsfree operation**

Press loudspeaker key –> **Normal headset call**

Press hook key –> **Idle State**

Pic. 18: Headset Operation with the receiver (Overview)

Normal Headset Call

Pick up the receiver –> **Listen-in with the receiver**

Handsfree Operation

Pick up the receiver –> **Listen-in with the receiver**

Speaker Mode

Pick up the receiver –> **Listen-in with the receiver**

Listen-in with the Receiver

Hang up the receiver –> **Normal headset call**

Press hook key –> **Idle State (receiver is picked up)**

Press loudspeaker key –> **Handsfree operation (receiver is picked up)**

Press function key “Headset” (page 97) –> **Normal call**

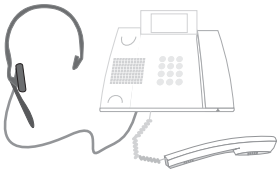
Handsfree Operation (Receiver is picked up)

Hang up the receiver –> **Handsfree operation**

Press hook key –> **Idle State (receiver is picked up)**

Press loudspeaker key –> **Listen-in with the receiver**

Idle State (Receiver is picked up)

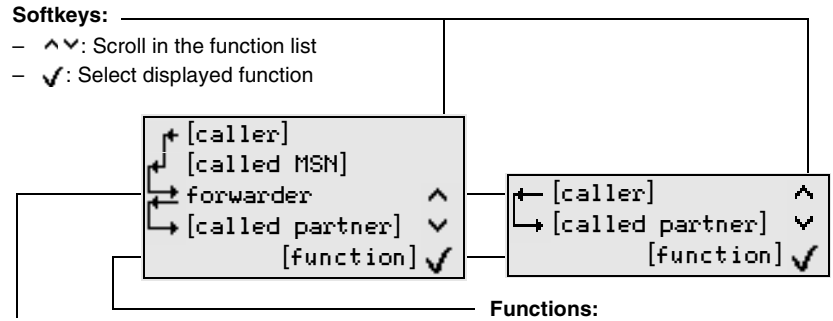


Dial telephone number and press hook key –> **Listen-in with the receiver**

Dial telephone number and press loudspeaker key –> **Listen-in with the receiver**

Inbound Call

Pic. 19: Display Options for an inbound Call



Information on a call:

- Caller or call type (in case of special call e.g. wake-up call, alarm call)
- Called MSN/exchange line (for external call) or door bell button (for door call)
- InterCom type (for InterCom call)
- Forwarder[3] (in case of a forwarded call)
- Called partner (subscriber or group)

Functions:

- Accept call (page 45)
- Reject call (page 45)
- Put the call on Hold (page 46)
- Ringer off
- Take the waiting call (page 47)
- Reject the waiting call (page 46)
- Switch off the Call Waiting tone (page 47)

If the telephone number has been entered in the telephone book of your system telephone or in the central telephone book (short-code dialling numbers) of your PBX, the corresponding name is shown on the display instead of the telephone number as soon as the telephone has identified the telephone number. When you are called the display shows the telephone number or the caller's name even before you pick up the receiver. Required for the display of the telephone number of an external subscriber is that the caller does not suppress his telephone number or that he has released his telephone number for transmission.

If the caller's name is not in the telephone book, the name can be searched via the function Online Name Search[3] on a server in the Internet (see manual of the PBX). If the telephone number is transferred in case of an inbound call, the PBX searches the corresponding entry automatically. If an entry was found, this would be shown on the display of the system telephone.

If the telephone number is not available, the display shows "unknown".

During a current conversation your attention is drawn to a call (external or internal subscriber; alarm or visitor at the door) via a knocking tone (tone and/or flashing Hook LED; see page 168).

Advice

Your systems telephone will display the functions which are selectable during a call in the bottom line. With help of the ^ and v softkey you are able to scroll through the different options. With the √ softkey you will start immediately the displayed function.

[3] Only available in case of operation on the PBX systems COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business.

With the function Pickup you can take inbound calls to other telephones on your own telephone (see page 48).

If your system telephone is called with the InterCom function, the system telephone takes the "call" automatically after a short ringer tone. The announcement or the handsfree operation is limited to 120 seconds for security reasons to prevent an abuse of this function (e.g. eavesdropping in remote rooms). After this time the connection will be interrupted automatically if the receiver of the system telephone is not picked up within this time frame.

Your own Telephone rings - Accept the Call

You get a call.

Pick up the **receiver**.

or

accept ✓

Press the ✓ **softkey** to start handsfree operation (see also page 38).

You are connected with the caller.

Advice

*Instead of the ✓ **softkey** you can also press the hook key or the loudspeaker key to use the handsfree operation.*

If you were not at your place or if you were not ready to take the call now, the telephone number of the caller would be saved in the caller list – if the telephone number is available. Then you will be able to call back the caller later. The telephone number will automatically be dialled from the caller list (see page 87).

Calls generated by the telephone or the PBX (wake-up call, alarm call, door terminal call, scheduled call) are displayed in clear text and may be confirmed by the ✓ softkey (in case of alarm calls not before picking up the receiver). Additional functions, see page 90 and page 49.

Your own Telephone rings - Reject the Caller

You get a call but you do not like to talk to the caller.

^ v

Use the ^ and v **softkeys** to browse to option **reject**.

reject ✓

Press the ✓ **softkey** to reject the caller.

The caller hears busy if the exchange line number rings only on one telephone.

Your own Telephone rings - Put the Caller on Hold

You get a call but you cannot talk to the caller in this moment.

Use the ^ and v **softkeys** to browse to option **hold inbound**.

hold incoming ✓

Press the ✓ **softkey** to hold the caller.

You can hear the internal dial tone. The caller on hold listens to the Music on Hold.

back ✓

Press the ✓ **softkey** to start the conversation with the caller on hold.

You are connected with the caller.

Call Waiting – Reject waiting Call

During a conversation you get a call but you do not want to talk to the caller or do not like to interrupt your present call.

Use the ^ and v **softkeys** to browse to option **reject**.

reject ✓

Press the ✓ **softkey** to reject the caller.

The caller hears the busy tone - if other telephones do not also ring.

Advice

If you like to prevent to hear the Call Waiting tone on your telephone, you can deactivate/ switch off the knocking tone in the menu of the system telephone (page 102).

Call Waiting – Accept the second Call

During a conversation you get a call.

accept ✓

You are connected with the caller. Your previous call partner is listening to the Music on Hold.

Press the ✓ **softkey** to start the conversation with the call waiter.

Advice

If you like to prevent the knocking in your telephone, you can deactivate/switch off the knocking (Call Waiting) via menu of the system telephone (page 102).

If you hang up the receiver first to finish the current call, your telephone will start to ring and you can take the call.

Call Waiting – Ignore the waiting Call (Deactivate the Call Waiting Signal)

You get a call during a telephone conversation and like to postpone the acception some time to continue your current conversation.

Use the ^ and v **softkeys** to browse to option **call wait. off**.

call wait.off ✓

Press the ✓ **softkey** to inactivate the Call Waiting tone.

The caller continues to call and you can take him at any time.

Answering Machine has accepted the Call – take the Call over[4]

The answering machine has already accepted the call.

Pick up the **receiver**.

or

accept ✓

Press the ✓ **softkey** to start handsfree operation (see also page 38).

You are connected with the caller.

Advice

*Instead of the ✓ **softkey** you can also press the hook key or the loudspeaker key to use the handsfree operation.*

If the tapping is switched on (page 197), you can hear the announcement or message of the caller via the loudspeaker of the telephone.

Another internal Telephone rings – Pickup the Call (Pickup)

A telephone next to you rings.

◊2

Press the ◊2 **softkey** to switch from the idle state to the second level.

pickup

Press the **softkey** next to **pickup** to start pickup.

[internal number]

Enter the **telephone number** of the ringing telephone.

Pick up the **receiver**.

or

Press the **hook key** to start handsfree operation (see also page 38).

You are connected to the caller.

[4] only with COMfortel 2500 and inserted SD card. After 30 days a chargeable release of the function COMfortel Voicemail is necessary via Upgrade Centre (see page 21).

Advice

*If you press the ✓ **softkey** after entering the internal telephone number, the handsfree operation function is started too.*

If you like to take calls directed to another group, dial the Pickup for the group telephone number.

If there is a name to the internal telephone number, it will be displayed as soon as this telephone number has completely been entered.

You can assign an internal subscriber/group number to a freely programmable function key (speed dialling key; see page 122). A red flashing LED signals a call to this number and you can pickup that call by pressing the key and accepting it. You can also configure a pickup key (see page 95). After pressing this key, you have to select a telephone as described here.

This way you can also start a call take-over from telephones or answering machines where this is permitted (see manual of the PBX).

COMpact 5010/5020 VoIP and COMmander Basic.2/Business: Depending on the authorization assigned to your telephone, you can do a Pickup for any available telephones, for telephones within a group or you cannot do it at all.

Your own Telephone rings (Door Call) – Accept the Call and open the Door

You get a Door Call.

Pick up the **receiver**.

or

Press the **hook key** to start handsfree operation (see also page 38).

open door/light ✓

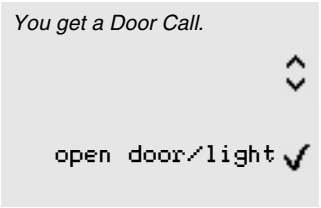
Press the ✓ **softkey** to open the door. (If the third door relays is used for switching the staircase light, it will be also switched on.)

Advice

You will be able to programme the door terminal communication, the door opener and light switching for a certain door on a freely programmable function key (see page 115). This way you can also use the door functions without a call to your telephone.

Door Call Waiting – Open the Door without taking the Call

You can handle the door Call Waiting during a call like any external subscriber in general. That means you are able to take the call to reject it or to ignore it. Additionally you are able to handle the door opener if you do not like to interrupt your call, but to open the door for the visitor.



Use the ^ and v **softkeys** to browse to option **open door/light**.

Press the ✓ **softkey** to open the door. (If the third door relays is used for switching the staircase light, it will also be switched on.)

Dialling a Telephone Number

If you have already picked up the receiver at the moment of dialling, the dialled telephone number will immediately be dialled.

The dial preparation - dial first and pick up the receiver later - allows to check the entered telephone number and make corrections before the connection will be made.

Advice

You can also dial the telephone number from the lists available in the telephone (see page 75) or take it into the dial preparation.

If you like to present a certain telephone number from your pool of numbers to the called person, you can select the MSN to be presented before picking up the receiver (see page 53).

If you do not want to present your telephone number to the called person, use the telephone number suppression (see page 53).

You can select one of the available external S_0 ports (ISDN connection, exchange line) before you start calls e. g. to split invoices (see page 55).

Pick up the Receiver and dial the Telephone Number

Pick up the **receiver**.

or

Press the **hook key** to start handsfree operation (see also page 38).

Dial a **telephone number** (external telephone number with exchange line access number).

[telephone number]

If you finished dialling the telephone number, the subscriber will be called.

Important

Do not forget to enter the exchange line access number "0" in case of external number or confirm the ✓ softkey next to "public exchange" (Exceptions: Direct Exchange Line Telephone; see page 56).

Advice

*As soon as you have dialled the first digit, you can interrupt the dialling by pressing the ✓ **softkey** and start again.*

Dial with Dial Preparation

[telephone number]

The subscriber is called.

Dial a **telephone number** (external telephone number with exchange line access number).

Pick up the **receiver**.

or

Press the **hook key** to start handsfree operation (see also page 38).

Advice

*During the telephone number entry you can make corrections. Move the cursor to the left and right by pressing the < and > **softkeys**. Delete a digit in front of the cursor by pressing the ◄| **softkey**.*

*You can copy a telephone number of the dial preparation directly into the telephone book by pressing the **softkey** (see page 82).*

If you like to quit the menu without dialling the input telephone number, press the exit key.

Important

Please enter the external telephone numbers always with an exchange line access number "0". (Exception: Direct Exchange Line Telephone; see page 56.)

Dial stored Telephone Number via Speed Dialling

The name assigned to the speed dialling key will be displayed.

The subscriber is called

Press the **function key** you have programmed (see page 122) to dial the saved telephone number.

Pick up the **receiver**.

or

Press the **hook key** to start handsfree operation (see also page 38).

Advice

You can configure your telephone to dial the corresponding telephone number directly after pressing the speed dialling key (see page 164).

Transfer certain Telephone Numbers (MSN)

Press the **function key** you have programmed (see page 119 and page 120) to activate a certain MSN for the next call.

The presentation of the MSN is activated (LED glows)[5].

[telephone number]

Dial a **telephone number** (external telephone number with exchange line access number).

Pick up the **receiver**.

or

Press the **hook key** to start handsfree operation (see also page 38).

The subscriber is called

Advice

If you have a "dark glasses" symbol on your display (sunglasses), the number presentation is currently suppressed. Press the softkey next to the sunglasses to disable the suppression.

If you activate a MSN for the next call and get an inbound call before making the call, the MSN will be resetted to default.

The called Partner should not see your Telephone Number (Number Suppression)

Press the **softkey** to activate the suppression for the next call.

On the display there are dark sunglasses to signal the activated telephone number suppression.

[telephone number]

Dial a **telephone number** (external telephone number with exchange line access number).

Pick up the **receiver**.

or

[5] COMpact 5010/5020 VoIP and COMmander Basic.2/Business: The LED does not glow after the pressing of the key, instead the function is shown in the dial preparation.

The subscriber is called.

Press the **hook key** to start handsfree operation (see also page 38).

Important

You can use this function only if your network provider supports the ISDN feature "Calling Line Identification Restriction (CLIR)" on your exchange line.

Advice

The activation of the number suppression exists until the ***softkey*** *is pressed again.*
This softkey can be switched off with the configuration programme COMset of the PBX.

Select a certain VoIP Account[6]

The account number will be shown in the dial preparation.

[telephone number]

Press the **function key** you have programmed (see page 121) to activate a certain VoIP account for the next call.

Dial a **telephone number** (external telephone number with exchange line access number).

Pick up the **receiver**.

or

Press the **hook key** to start handsfree operation (see also page 38).

The subscriber is called.

[6] Only available when operated on the PBX systems COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business.

Split Call Charges by selecting the Exchange Line[7]

[telephone number]

The subscriber is called via the selected exchange line.

Press the **Function key** you have set up as (see page 118) to activate a selected exchange line for the next call.

Dial a **telephone number** (external telephone number **without** exchange line access number).

Pick up the **receiver**.

or

Press the **hook key** to start handsfree operation (see also page 38).

Advice

Requirement for this exchange line selection is that your PBX has several ISDN connections.

You can also use the special access number of the PBX (see manual of the PBX) instead of the function key like from any other telephone.

[7] Only available when operated on the PBX systems COMpact 2204 USB, COMpact 2206 USB, COMpact 4406 DSL, COMpact 4410 USB and COMmander Basic.

Dial a Number with a Direct Exchange Line Telephone

If your telephone is configured as a direct exchange line telephone (with the configuration programme *COMset*), you will hear the external dial tone right after picking up the receiver. In order to call an external connection, you have to dial the external telephone number **without the exchange line access number "0"**.

In order to call the other kinds of call (internal, short-code dialling numbers and so on.), you have to start an internal call first after picking up the receiver.

If you like to use the dial preparation or e.g. like to make an entry for the telephone book or destination speed dial key, you have to press the star key twice first for these call types[8]: Internal call, Short-code Dialling, private exchange line access, programming of the PBX, etc. An external number has to be entered **without exchange line access number "0"**.

Pick up the **receiver**.

or

Press the **hook key** to start handsfree operation (see also page 38).

You are hearing the external dial tone.

internal ✓

Press the ✓ **softkey** to start internal call.

You are hearing the internal dial tone.

[internal number]

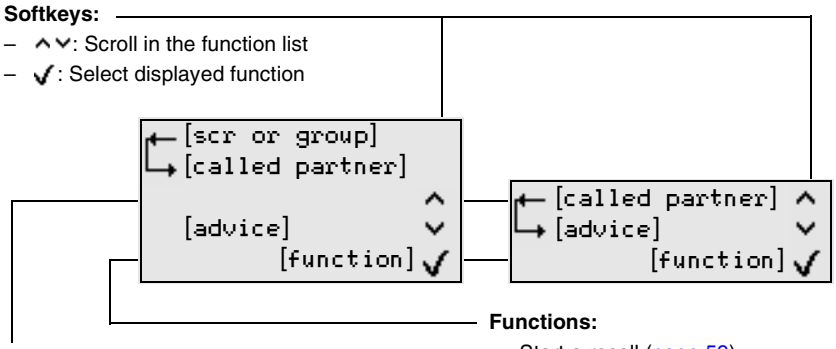
Dial a **telephone number**.

If you finish dialling the telephone number, the subscriber will be called.

[8] Only valid for internal dialling and speed dialling if operated on the PBX systems COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business (see manual of the PBX).

Outbound Call

Pic. 20: Display Options for outbound Calls



Information on the call:

– Subscriber or group (in case of a membership in a group)
– Called partner
– Advice (e.g. busy, Do-not-Disturb, no authorization)

Functions:

– Start a recall (page 59)
– Redial
– Scheduled call (page 67)
– Start Power Dialling (page 60)
– Start priority call (page 61)
– Back to the waiting caller (page 61)
– put into Waiting Field (page 144)

If the dialled telephone number is assigned to a name in the telephone book of the system telephone, this is shown as soon as the telephone recognizes the telephone number. The telephone number is overwritten by the name.

Advice

*Your systems telephone will display the functions which are selectable during a call in the bottom line. With help of the ^ and v **softkeys** you are able to scroll through the different options. With the ✓ **softkey** you will start the displayed function immediately.*

In case of less than nine entered digits, these are displayed in extra large size digits to provide better readability (during the dialling/during the calling). If the dialled telephone number is assigned to a name with less than nine characters in the telephone book of the system telephone it is also presented in big letters.

If you call a subscriber that is busy, you start an automatic recall in order to avoid redial operations (see page 58).

If you call an internal telephone but the called subscriber does not pick up, you will be able to reach him without Redialling by starting an automatic recall (see page 59).

*If you have called a second subscriber for a query out of a current call and this partner is busy/does not take the call, you can return to the waiting call by pressing the ✓ **softkey** (see page 61).*

If you tried to transfer your call partner, and the called person is busy, the call partner could be set on Hold (see page 65).

The called Telephone is busy – Start automatic Recall

The subscriber called by you is busy.

recall ✓ — Press the ✓ **softkey** to start automatic recall.

If the recall has been activated, you get the message "recall activated".

Hang up the **receiver**.

As soon as the subscriber is not busy anymore, you are called by the central office/ PBX.

Pick up the **receiver** to initiate the recall.

or

reject ✓ — Press the ✓ **softkey** to cancel the recall.

If you pick up the receiver, the subscriber is called.

Important

The external connection must meet the technical requirements for an automatic recall. For example: The automatic recall to a PTP connection is not supported by each network provider.

Advice

It is possible that you are called by the public exchange as soon as one B channel of the previously called ISDN connection is free. If the person you want to recall is telephoning on the other B channel, this recall will be without success.

An automatic recall is processed up to 45 minutes in the public exchange. If the subscriber you like to talk with did not finish his call until then, the automatic recall will be cancelled automatically. If you do not pick up the receiver in time (you are called for 30 seconds), the automatic recall will also be cancelled.

Nobody takes the Call on the called Telephone - Start Recall

Nobody takes the call on the called telephone.

recall ✓ — Press the ✓ **softkey** to start automatic recall.

If the recall has been activated, you get the message "recall activated".

Hang up the **receiver**.

As soon as the telephone was used, you would be called by the central office/PBX.

Pick up the **receiver** to initiate the recall.

or

reject ✓ — Press the ✓ **softkey** to reject the recall.

If you have pick up the receiver, the subscriber is called.

Important

You can only use this function for external calls if the ISDN service attribute "Recall on no reply (CCNR)" has been activated by the network provider.

The external connection must meet the technical requirements for an automatic recall. For example: The automatic recall to a PTP connection is not supported by each network provider.

Advice

An automatic recall is processed up to 45 minutes in the public exchange. If the subscriber you like to talk with did not finish his call until then, the automatic recall will be cancelled automatically. If you do not pick up the receiver in time (you are called for 15 seconds), the automatic recall will also be cancelled.

Start Power Dialling if automatic Recall is not possible

If the called subscriber is busy, but an automatic recall is not possible, you are able to activate the function “power dialling” instead. Then the system telephone will try to reach the corresponding subscriber every 10 seconds. The system telephone automatically cancels the “power dialling” after 10 minutes. Due to interruptions (e.g. calls which you have started) this period prolongs itself.

As soon as the subscriber is not busy any longer and the system telephone gets the unblocking signal, it will activate the loudspeaker. If the subscriber takes the receiver off-hook, the communication will start. If he does not take the receiver off-hook, then the “power dialling” will be cancelled.

The called subscriber is busy.

Use the ^ and v **softkeys** to browse to option **power dialling**.

Press the ✓ **softkey** to start power dialling.

As soon as the called subscriber is free, the telephone will establish the connection.

Deactivate Power Dialling

The telephone tries to establish a connection.

Press the ✓ **softkey** to deactivate power dialling.

Important

In case of a call to a VoIP telephone number the function “Power Dialling” must not be used.

Advice

If the called subscriber is not busy, the system telephone automatically activates the loudspeaker and the connection will be started as soon as the called partner has picked up the receiver. Therefore you should avoid leaving your telephone alone if the power dialling is activated.

If you like to cancel an ongoing “Power Dialling”, you can do this by pressing the corresponding softkey in the idle state of the telephone or during an attempted call by pressing the hook key.

The automatic activation of the loudspeaker will be signalled by a short information tone (the volume is subject to the configured ringer volume, but lower). If you are disturbed by the information tone, you could switch it off in the telephone (see page 168).

The called internal Subscriber has Do-not-Disturb enabled – Priority Call

Do-not-Disturb is active on the telephone you called and you hear the busy tone but you urgently want to get the called person on the phone.

priority call ✓

Press the ✓ **softkey** to start the priority call.

Now the subscriber is called.

The Query Call is busy/does not answer – Finish the Call

The subscriber called for the Query call is busy.

back ✓

Press the ✓ **softkey** to finish the query call.

You are connected to the waiting call partner again.

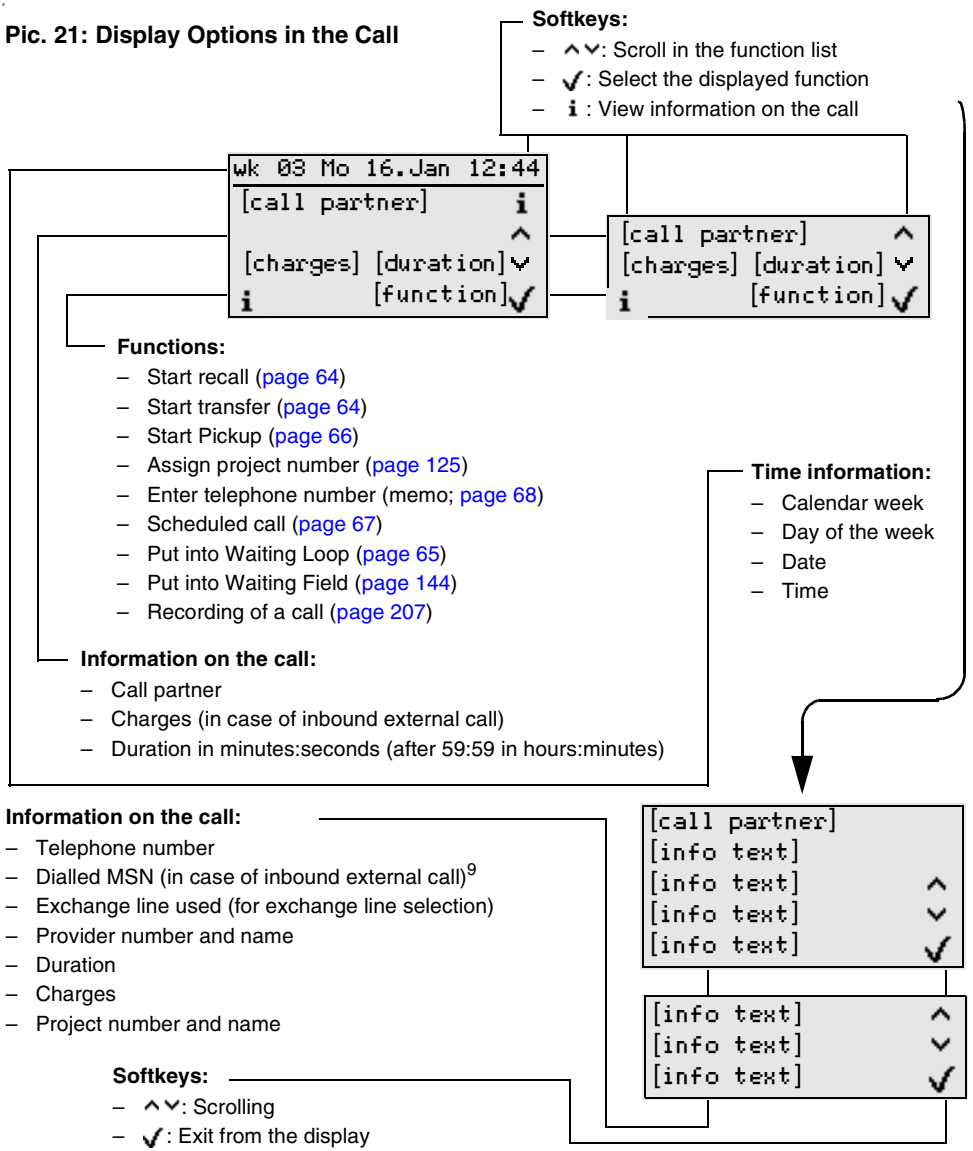
Advice

Do not hang up in this case. You would also disconnect the connection to the waiting person in the background or start a Blind Transfer.

If you like to try another telephone number, scroll to the function “new: dialling” and start it. Then you can dial a new telephone number without explaining the second try to the waiting party in the background.

In the Call

Pic. 21: Display Options in the Call


Softkeys:
– ^v: Scroll in the function list
– ✓: Select the displayed function
– i : View information on the call
wk 03 Mo 16.Jan 12:44
[call partner]
[charges] [duration]
[function]
Functions:
– Start recall (page 64)
– Start transfer (page 64)
– Start Pickup (page 66)
– Assign project number (page 125)
– Enter telephone number (memo; page 68)
– Scheduled call (page 67)
– Put into Waiting Loop (page 65)
– Put into Waiting Field (page 144)
– Recording of a call (page 207)
Time information:
– Calendar week
– Day of the week
– Date
– Time
Information on the call:
– Call partner
– Charges (in case of inbound external call)
– Duration in minutes:seconds (after 59:59 in hours:minutes)
Information on the call:
– Telephone number
– Dialled MSN (in case of inbound external call)9
– Exchange line used (for exchange line selection)
– Provider number and name
– Duration
– Charges
– Project number and name
[call partner]
[info text]
[info text]
[info text]
[info text]
Softkeys:
– ^v: Scrolling
– ✓: Exit from the display

9 If operated on the PBX systems COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business also outbound MSN used for the call.

Advice

*Your systems telephone will display the functions which are selectable during a conversation in the bottom line. With help of the ^ and v **softkeys** you are able to scroll through the different options. With the ✓ **softkey** you will start the displayed function immediately.*

*On the COMfortel 1500 you can view the time information (date, time, calendar week, day of the week) by pressing the i **softkey** followed by scrolling with the ^ and v **softkeys**.*

During an existing connection you can send DTMF signals with the keypad (tones according to the dual-tone multi-frequency standard), e.g. to control an answering machine. The dialled digits are presented in the display. If there is a bigger quantity of DTMF signals that you often need, you can configure a function key as a Macro (see page 81).

If you like to call your current call partner later again, you can be reminded by your telephone at a defined date later (see also page 90).

During a current call your attention is drawn to a call (external or internal subscriber, alarm or visitor at the door) by a knocking signal (tone and/or flashing hook LED; see page 168). You can accept the waiting call (page 47), reject it (page 46) or switch off the knocking tone temporarily (page 47).

With the function Pickup you can also take-over calls to your own telephone during a call to other telephones (see page 66).

View Information on a Call

During a call you get information on the call and the call partner as well as general time information (date, time, calendar week, day of the week) on the display. As it is not possible to view all information at the same time, you can view them as described in the following.

You are in a call.		
i		Press the i **softkey** to get information about the call.
All available information on the call are presented (see Pic. 21).		
^ v		Use the ^ and v **softkeys** to browse through the information.
✓		Press the ✓ **softkey** to leave the menu.

Advice

The provider used for the call, is only shown if LCR easy is used (see manual of the PBX).

The call charges are only shown if the charge transfer has been activated by the network provider.

Start a second Call (Query)

You are in a call.

query/transfer ✓

Press the ✓ **softkey** to start query.

You are hearing the internal dial tone. Your previous call partner is on Hold in the PBX and is hearing the Music on Hold.

[telephone number]

Dial a **telephone number** (external telephone number with exchange line access number).

If you finished dialling the telephone number, the subscriber will be called.

Advice

*If the telephone number of the query subscriber is in the telephone book of the system telephone, you will be able to start the query directly out of the telephone book (without pressing the ✓ **softkey** before).*

*If the telephone number of the query subscriber is on a freely programmable function key (speed dialling key; see page 122) you will be able to start your query by pressing this key (without pressing the ✓ **softkey** before.*

Transfer a Call Partner (Blind Transfer)

You are in a call.

query/transfer ✓

Press the ✓ **softkey** to start transfer.

You are hearing the internal dial tone. Your previous call partner is on Hold in your PBX and is hearing the Music on Hold.

[internal number]

Dial an internal **telephone number**.

If you finished dialling the telephone number, the subscriber will be called.

The internal subscriber is called further on. If he takes the call, the connection will be established.

Replace the **receiver**.

Advice

You can also wait to hang up until you will have talked to the internal subscriber (Transfer with announcement).

If the called subscriber does not take the call, the call will return to your own telephone after 60 seconds (your telephone rings).

If you like to transfer an external call partner to an internal subscriber and if the internal subscriber is busy, you will be able to put the external call partner into the waiting loop (see page 65).

*If the telephone number of an internal subscriber has been assigned to a freely programmable function key (speed dialling key; see page 122), you can start the query by simply pressing this key (without pressing the ✓ **softkey** first).*

*COMpact 5010/5020 VoIP and COMmander Basic.2/Business: To perform **call parking**, you dial the internal base telephone number + parking position instead of the internal telephone number and hang up (see also manual of the PBX). For a comfortable operation you can assign the internal base telephone number + parking position on several freely programmable function keys (speed dialling key; see page 122). The LEDs of speed dialling keys signals then if a parking position is available or in use.*

If you took another call during an already existing call, e.g. a waiting caller (now you are already connected with two subscribers), and this second subscriber likes to be transferred to another one, you will be able to start a third call (see page 72).

If you transfer a call to an external subscriber, you are not allowed to hang up during the calling but you have to announce the call to be transferred with a query. (Please pay attention to the necessary authorization for call exchange; see manual of the PBX).

Put an external Call Partner into the Waiting Loop

The internal telephone called by you during a call transfer is busy.

Use the ^ and v **softkeys** to browse to option **waiting loop**.

waiting loop ✓

Press the ✓ **softkey** to put the waiting Call Partner into the Waiting Loop.

The external call partner continues to hear the Music on Hold. As soon as the internal subscriber finished the previous call, he is called again. If he accepts the call, he will be connected to the waiting caller.

Replace the **receiver**.

If you take a waiting call and are in a query now, you will be able to put this call into the Waiting Loop the same way. The call partner to be transferred has to be the active call partner (marked by ▸).

If the internal subscriber does not pick up within 60 seconds or if he is still busy after 3 minutes of waiting, the transferring party will be called again.

If you pick up the receiver, you will be connected to the external call partner again and will be able to put him on hold again. If you do not take the call within 60 seconds, the exchange line connection will completely be disconnected. (If you are busy in the meantime, the period will be shorter.)

Another internal Telephone rings – Pickup the Call

You are in a call. During this time a telephone next to you rings.

Use the ^ and v **softkeys** to browse to option **pickup**.

pickup ✓

Press the ✓ **softkey** to start “pickup”.

Your are hearing the internal dial tone. Your previous call partner is hearing the Music on Hold.

[internal number]

Enter the **telephone number** of the ringing telephone.

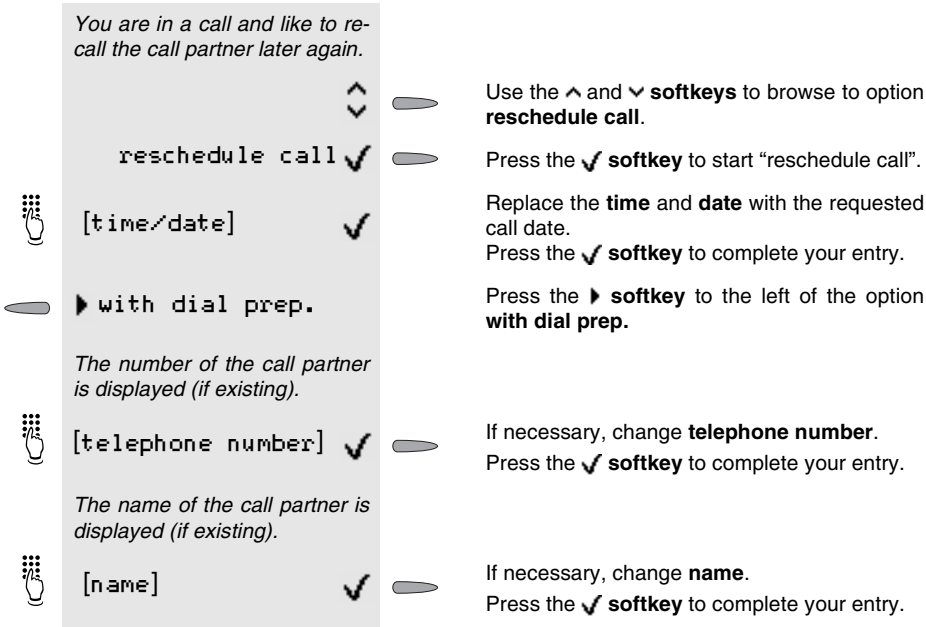
When you have finished to dial the telephone number, you are connected to the caller.

You will be able to programme an internal subscriber/group telephone number on a freely programmable function key (speed dialling key; see page 122). Then you can see with help of the red flashing LED that this number is called. Now you can take over the call to your telephone by simply pressing this destination speed dialling key and confirming the pickup.

This way you can also start a call take-over from telephones or answering machines where this is permitted. (see manual of the PBX).

COMpact 5010/5020 VoIP and COMmander Basic.2/Business: Depending on the authorization assigned to your telephone, you will be able to do pickup for any available telephones, for telephones within your group or not at all.

Schedule a Call to the current Call Partner (Reschedule Call)


You are in a call and like to recall the call partner later again.
reschedule call
[time/date]
with dial prep.
The number of the call partner is displayed (if existing).
[telephone number]
The name of the call partner is displayed (if existing).
[name]

Use the ^ and v **softkeys** to browse to option **reschedule call**.

Press the ✓ **softkey** to start “reschedule call”.

Replace the **time** and **date** with the requested call date.
Press the ✓ **softkey** to complete your entry.

Press the ▸ **softkey** to the left of the option **with dial prep.**

If necessary, change **telephone number**.
Press the ✓ **softkey** to complete your entry.

If necessary, change **name**.
Press the ✓ **softkey** to complete your entry.

Important

Please enter the external telephone number always with the exchange line access number “0”. (Exception: Direct Exchange Line Telephone; see page 56)

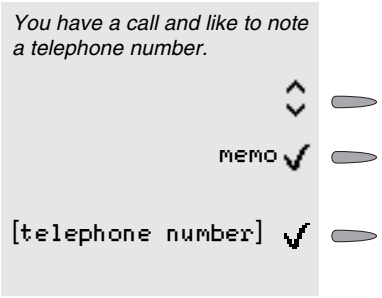
Advice

If you do not like to be remembered to a call but only to a date, simply select “just a reminder” after entering the date. In this case no telephone number is entered but an information text.

A scheduled call can be set, modified or deleted via the 2nd level at any time (see page 90). This feature can also be programmed on a freely programmable function key (see page 155).

Enter Memo (Telephone Number Notice)

You have a call and like to note a telephone number.



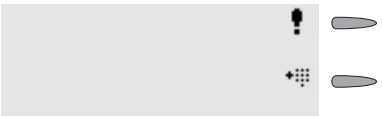
Use the ^ and v **softkeys** to browse to option **memo**.

Press the ✓ **softkey** to start “memo”.

Enter the **telephone number** you like to remember.

Press the ✓ **softkey** to complete your entry.

Retrieve Memo (Telephone Number Notice)



Press the ! **softkey** to retrieve the memo.

Press the **softkey** to take over the telephone number into the dial preparation.

Advice

*You can delete the telephone number by pressing the ⌫ **softkey**.*

*After taking over to the dial preparation you can dial the telephone number by taking the receiver or enter the number directly into the telephone book by pressing the **softkey** (see page 82).*

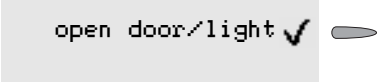
Important

Please enter the external telephone number always with the exchange line access number “0”. (Exception: Direct Exchange Line Telephone; see page 56)

Open the Door during a Door Conversation

If you are having a door conversation with a person in front of the door, you are able to use the door opener as described in the following. You are still connected until you hang up.

You get a door call.



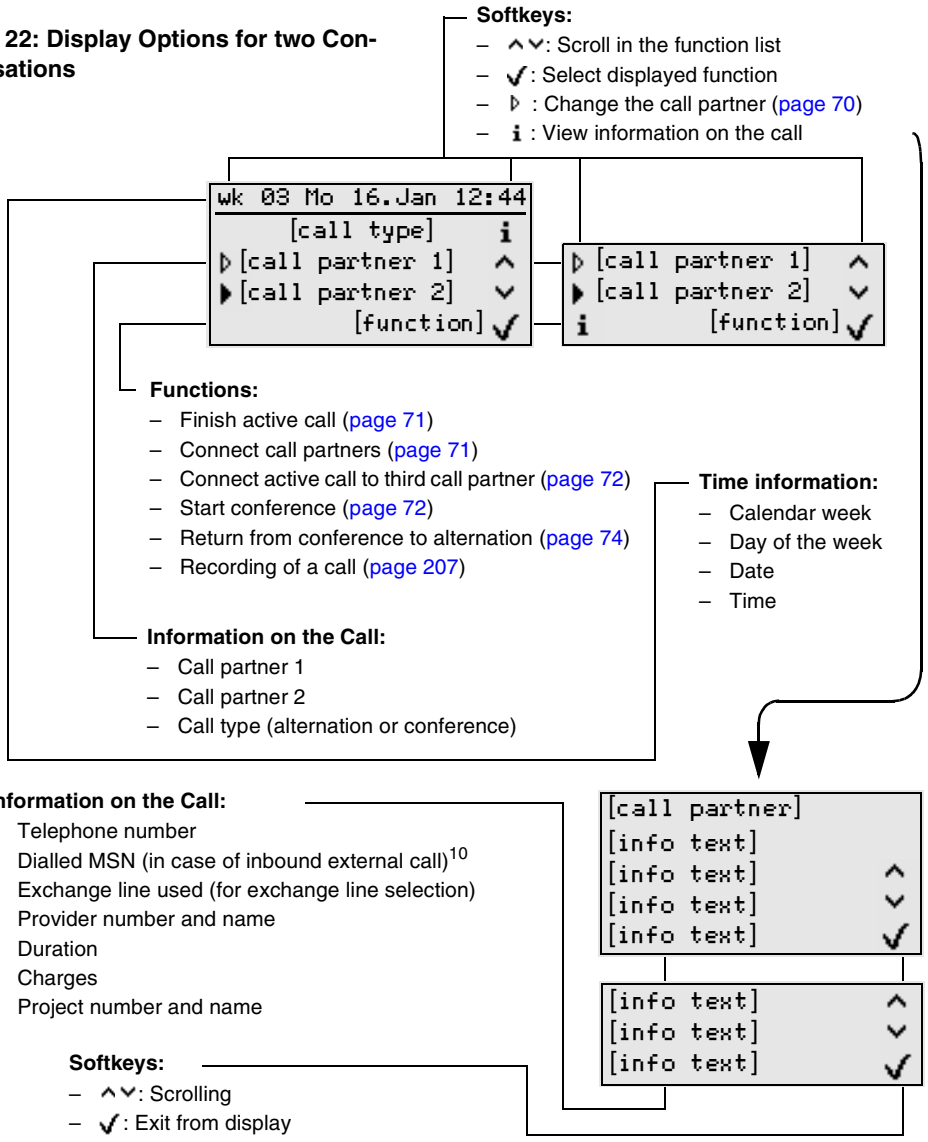
Press the ✓ **softkey** to open the door. (If the third door relays is used for switching the staircase light, it will also be switched on.)

Advice

The function “switch light” causes the separate activation of the 3rd relay of the corresponding door station for the time configured in the PBX.

The Query Call

Pic. 22: Display Options for two Conversations


Softkeys:
– ^v: Scroll in the function list
– ✓: Select displayed function
– ▷ : Change the call partner (page 70)
– i : View information on the call
wk 03 Mo 16.Jan 12:44
[call type]
▷[call partner 1]
▶[call partner 2]
[function]
Functions:
– Finish active call (page 71)
– Connect call partners (page 71)
– Connect active call to third call partner (page 72)
– Start conference (page 72)
– Return from conference to alternation (page 74)
– Recording of a call (page 207)
Time information:
– Calendar week
– Day of the week
– Date
– Time
Information on the Call:
– Call partner 1
– Call partner 2
– Call type (alternation or conference)
Information on the Call:
– Telephone number
– Dialled MSN (in case of inbound external call)10
– Exchange line used (for exchange line selection)
– Provider number and name
– Duration
– Charges
– Project number and name
[call partner]
[info text]
[info text]
[info text]
[info text]
[info text]
[info text]
[info text]
Softkeys:
– ^v: Scrolling
– ✓: Exit from display

[10] If operated on the PBX systems COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business also outbound MSN used for the call.

During a query you are talking to a call partner while your previous call partner is put on hold in the COMmander Basic and listens to the Music on hold. You are starting a query call by calling a query subscriber, a pickup, or accepting a waiting caller.

Advice

Your systems telephone will display the functions which are selectable during a conversation in the bottom line. With help of the ^ and v ***softkeys*** *you are able to scroll through the different options. With the ✓* ***softkey*** *you will start the displayed function immediately.*

Supposing that you are already talking and you accept another call, e.g. a waiting caller, (you have been already connected to 2 subscribers) and this 2nd subscriber likes to be transferred to another subscriber. In this case you are able to start an internal 3rd call.

Switch between Call Partners (Alternation)

If you start a query and like to talk to both call partners, you will be able to change from one partner to the other.

You are in a query conversation. The active call partner is marked with ▶, the waiting call partner with ▷ in front of the name or the telephone number.

▷ [name or number]

You continue the query conversation, but the other call partner is now active.

Press the ▷ **softkey** to the left of the **name or telephone number** of the call partner you want to change to.

Finish one of both Calls

You are in a query conversation. The active call partner is marked with ▶, the waiting call partner is marked with ▷ in front of the name or the telephone number.

▷ [name or number]

Press the ▷ **softkey** to the left of the **name or telephone number you like to disconnect**.

curr.call canc. ✓

Press the ✓ **softkey** to finish active call.

Then you are in a single call with the previously waiting call partner.

Advice

If one of both call partners hangs up, you are still connected to the other one.

Connect both Call Partners

You are in a query conversation.

Use the ^ and v **softkeys** to browse to option **conn.both calls**.

conn.both calls ✓

Press the ✓ **softkey** to connect both calls.

Both call partners are connected.

Advice

You can also connect both call partners by hanging up the receiver.

Important

You can only transfer external call partners if the necessary authorization was configured for your telephone with the configuration programme of the PBX.

Call internal a 3rd Subscriber and transfer it to the active Call Partner

You are in a query conversation. The active call partner is marked with ▶, the waiting call partner is marked with ▷ in front of the name or the telephone number.

Use the ^ and v **softkeys** to browse to option **transf.act.call**.

transf.act.call ✓

Press the ✓ **softkey** to transfer active call.

[internal number]

Dial the **internal telephone number** of the subscriber to be called.

As soon as the called person has accepted the call, you are in a 3rd internal call.

transfer ✓

Press the ✓ **softkey** to connect the currently active call partner with the previously active call partner.

Then you have a single call with your first call partner again.

Talk to both Subscribers at the same Time (Conference)

You are in a query conversation.

Use the ^ and v **softkeys** to browse to option **conference**.

conference ✓

Press the ✓ **softkey** to start the conference.

You are in a conference call.

In a Conference

In a conference call you talk to two subscribers at the same time. By pressing the ⏵ softkey you can switch over from one subscriber to the other. The functions available in the bottom display for only one of both subscribers, always refer to the subscriber marked with ⏵ in front of the name or the telephone number.

Connect both Call Partners: If you like to leave your initiated conference and if your call partners have to continue their conversation, you will be able to transfer them.

Finish the Conversation with one of the Call Partners: If you finish a conference and like to continue talking with one of the call partners later on, you will be able to terminate the conversation with the other partner. Of course one of your call partners is able to simply hang up so that you continue to talk with the other one exclusively.

Alternation: If you finish a conference and like to continue talking to both call partners separately, you can select one call partner to be put on hold.

Finish the Conversation completely: If you hang up during a conference which was initiated by you, the conversation will be finished completely.

Advice

*Your systems telephone will display the functions which are selectable during a conference in the bottom line. With help of the ^ and v **softkeys** you are able to scroll through the different options. With the ✓ **softkey** you will start the displayed function immediately.*

Connect both Call Partners

You have a conference.

Use the ^ and v **softkeys** to browse to option **conn.both calls**.

conn.both calls ✓

Press the ✓ **softkey** to connect both calls.

Both call partners are connected.

Finish the Call with one of the Call Partners

You are in a conference. The subscriber active for the next function is marked with ⫸ in front of the name or the telephone number.

⫸ [name or number]

terminate ✓

Then you have an individual call with the other call partner.

Press the ▷ **softkey** to the left of the **name or telephone number** you like to disconnect.

Press the ✓ **softkey** to finish active call.

Alternate from one Call Partner to the other again (Alternation)

You are in a conference. The subscriber active for the next function is marked with ⫸ in front of the name or telephone number.

⫸ [name or number]

^ v

splitting ✓

Then you are in a query.

Press the ▷ **softkey** to the left of the **name or telephone number**, you like to talk to.

Use the ^ and v **softkeys** to browse to option **splitting**.

Press the ✓ **softkey** to start the splitting.

Telephone Book

The telephone book is good for the entry of useful or frequently dialled telephone numbers with name. If a telephone number that has been entered in the telephone book, is presented by a caller, the corresponding name is displayed instead of the telephone number.

The telephone book of the COMfortel 1500 offers a memory for up to 400 entries, the telephone book of the COMfortel 2500 800 entries (telephone number, macros and comments). Up to four entries may be assigned to one name (contact).

Additionally the internal telephone numbers (subscribers, groups, door terminals, emergency numbers) as well as the telephone book/the short-code dialling numbers of the PBX are displayed. If one of these entries does not have a name assigned, a name is generated for the telephone book (e.g. int. TN45, KW-A 05306...). These entries are not editable in the telephone book of the system telephone but only with the corresponding PC software of the PBX (internal telephone numbers with *COMset*, short-code dialling numbers with *COMtools*). Each name (contact) is assigned to one telephone number entry only.

All contacts are displayed in alphabetic order. You can search through the contacts by scrolling or by entering a name and then directly dial the displayed telephone number (in case of several telephone numbers the last entered or dialled telephone number will be displayed) from the telephone book.

Press the **telephone book key** to switch from the idle state to the telephone book.

Use the ^ and v **softkeys** to browse to the contact you require.

or

Enter the first letter (e. g. press 5 twice for K) of the searched name via keypad.

The first contact existing under the first letter is displayed.

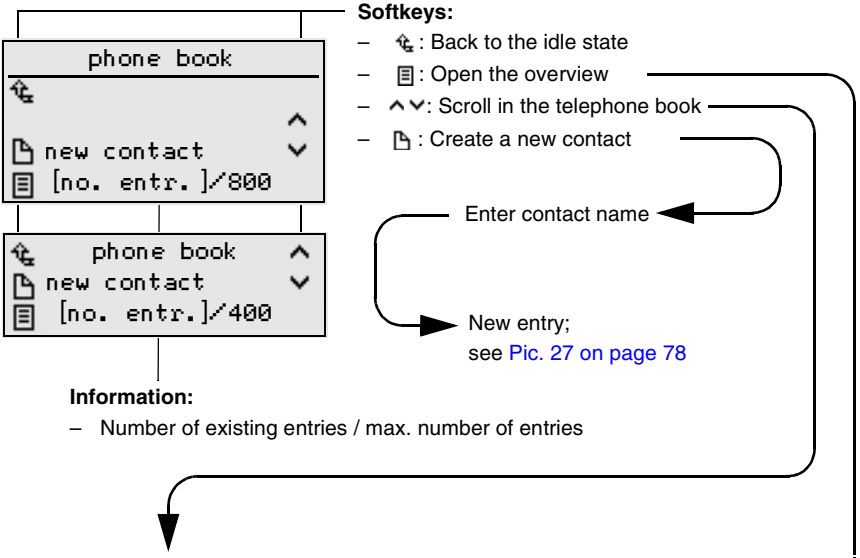
Use the ^ and v **softkeys** to browse to the contact you require.

Advice

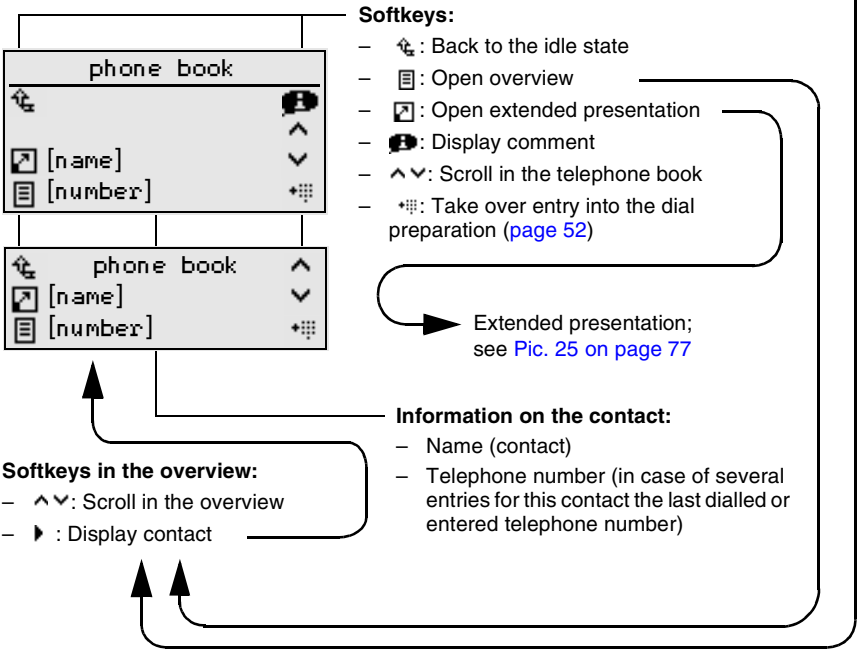
*If there is no contact (display "no entry") for the entered first letter or not the searched contact, you can delete this letter again by pressing the ◄ **softkey** and enter another letter.*

If there are several contacts for the entered first letter, you could enter additional letters for a more precise selection.

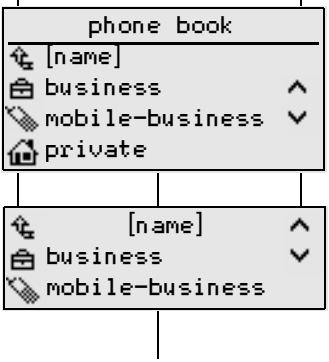
Pic. 23: Display Options (after pressing the Telephone Book Key)



Pic. 24: Display of the Lists


phone book
[name]
[number]
phone book
[name]
[number]
Softkeys:
– : Back to the idle state
– : Open overview
– : Open extended presentation
– : Display comment
– : Scroll in the telephone book
– : Take over entry into the dial preparation (page 52)
Extended presentation;
see Pic. 25 on page 77
Information on the contact:
– Name (contact)
– Telephone number (in case of several entries for this contact the last dialled or entered telephone number)
Softkeys in the overview:
– : Scroll in the overview
– : Display contact

Pic. 25: Extended Presentation



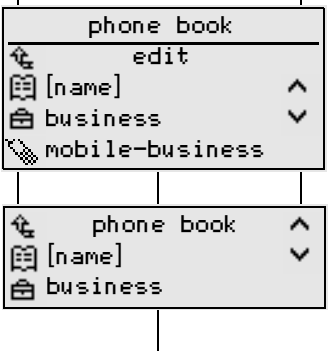
Softkeys:

- : Back to the list presentation (see Pic. 24 on page 76)
- : Scroll in the selection list
- : Call business telephone number
- : Call private telephone number
- : Call mobile telephone number
- : Execute call macro
- : Display comment
- : Edit contact

Information on the contact:

- Name
- Telephone number
- Comment

Pic. 26: Edit Contact



Softkeys:

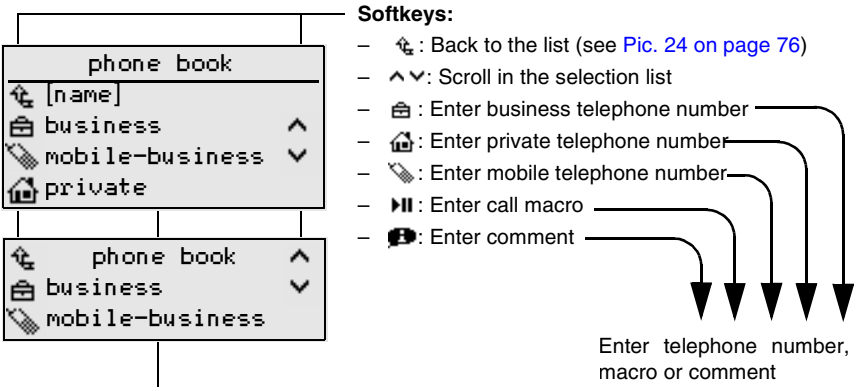
- : Back to the list presentation (see Pic. 24 on page 76)
- : Scroll in the selection list
- : Back to the list presentation (see Pic. 24 on page 76)
- : Change the name
- : Change the business telephone number
- : Change private telephone number
- : Change mobile telephone number
- : Change call macro
- : Change comment
- : Change ringer rhythm
- : New telephone number entry
- : Delete contact

New entry;
see Pic. 27 on page 78

Information on the contact:

- Name
- Telephone number
- Comment
- Ringer melody

Pic. 27: New Entry


phone book
[name]
business
mobile-business
private
phone book
business
mobile-business
Softkeys:
– : Back to the list (see Pic. 24 on page 76)
– : Scroll in the selection list
– : Enter business telephone number
– : Enter private telephone number
– : Enter mobile telephone number
– : Enter call macro
– : Enter comment
Enter telephone number, macro or comment
Edit contact;
see Pic. 26 on page 77
Information on the contact:
– Name
– Telephone number (in case of several entries for this contact the last dialled or entered telephone number)

Dial from the Telephone Book

Press the **telephone book key** to switch from the idle state to the telephone book.

Use the ^ and v **softkeys** to browse to the contact you require.

The standard telephone number is displayed (in case of several entries for this contact the last dialled or entered telephone number).

Pick up the **receiver**.

or

Press the **hook key** to start handsfree operation (see also page 38).

The standard telephone number is dialled.

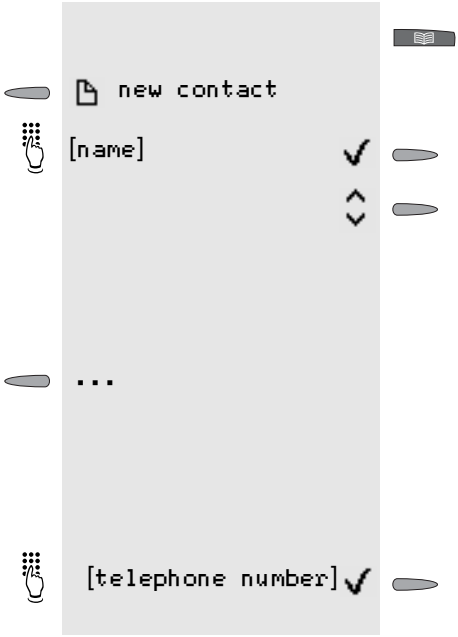
Advice

If you like to dial another telephone number of this contact instead of the standard number, press the ***softkey*** *to open the extended presentation. Then press the* ***softkey*** *in front of*

the requested telephone number and pick up the receiver. The now dialled telephone number is now the standard telephone number after this call.

To get faster to the requested contact, you can enter the first letter with the keypad (see also page 78).

Create a new Contact



Press the **telephone book key** to switch from the idle state to the telephone book.

Press the **softkey** to create a new contact.

Enter the **name** (up to 16 characters).

Press the **softkey** to complete your entry.

Use the ^ and v **softkeys** to browse to the option you require and press the ▸ **softkey** to the left of the option:

- **business**: Allows the entry of a (business) telephone number.
- **mobile-business**: Allows the entry of a (business) mobile telephone number.
- **private**: Allows the entry of a (private) telephone number.
- **mobile-private**: Allows the entry of a (private) mobile telephone number.
- **macro**: Allows the entry of a call macro.

Enter the **telephone number** (depending on the PBX up to 40 digits).

Press the **softkey** to complete your entry.

Important

Please enter the external telephone number always with the exchange line access number "0". (Exceptions: Direct Exchange Line Telephone; see page 56.)

Advice

During the telephone number entry you can change the type of telephone number (business, private, mobile phone) via the ***softkey****.*

In the subsequently opened menu "edit contact" you can enter additional telephone numbers or call macros as well as a comment (up to four entries). Besides this you can configure a certain ringer melody for calls from one of the concerning telephone numbers (see also Pic. 26 on page 77).

In case of the entry of several telephone numbers or call macros the last created or changed entry is used as standard telephone number.

If you like to create additional contacts, press the ***softkey****.*

If you like to leave the menu, press the ***exit key****.*

Edit/delete Contact

Press the **telephone book key** to switch from the idle state to the telephone book.

Use the ^ and v **softkeys** to browse to the contact you require.

Press the **softkey** to open the extended presentation.

Press the **softkey** to open the menu “edit contact” (see also Pic. 26 on page 77).

Use the ^ and v **softkeys** to browse to the option you require and press the ▸ **softkey** to the left of the option:

- **[name]**: Allows to change the name.
- **[telephone number]**: Allows to change the telephone number or the type of telephone number.
- **[telephone number]**: Allows to change the telephone number or the type of telephone number.
- **[telephone number]**: Allows to change the telephone number or the type of telephone number.
- **[macro]**: Allows to change the call macros.
- **[comment]**: Allows to enter or change a comment.
- **[ringer melody]**: Allows to select or change a ringer melody.
- **new entry**: Allows to enter an additional telephone number or call macro.
- **delete contact**: Allows to delete the contact.

Important

Please enter the external telephone number always with the exchange line access number “0”. (Exceptions: Direct Exchange Line Telephone; see page 56.)

Advice

In case of the entry of several telephone numbers or call macros the last created or changed entry is used as standard telephone number.

To get faster to the requested contact, you can enter the first letter with the keypad (see also page 78).

*If you like to leave the menu, press the **exit key**.*

*This way you can only edit contacts configured on the phone (recognizable by the **softkey**). The internal telephone numbers as well as the telephone book/short-code dialling numbers of the PBX are only editable with the corresponding PC software or with the web*

interface of the PBX (internal telephone number with COMset, short-code dialling numbers with COMtools).

Create a Call Macro

Press the **telephone book key** to switch from the idle state to the telephone book.

Press the **softkey** to create a new contact.

Enter a **name**.

Press the **softkey** to complete your entry.

Use the and **softkeys** to browse to option **macro**.

Press the **softkey** to the left of the option **macro**.

Enter a **telephone number**.

Press the **softkey** to enter a control token.

Use the and **softkeys** to browse to the option you require and press the **softkey** to the left of the option:

- **pause 1 second**: Insert a pause of one second.
- **pause 2 seconds**: Insert a pause of two seconds.
- **pause 4 seconds**: Insert a pause of four seconds.
- **wait for connect**: Insert a pause until a connection has been established (if no connection is possible, the macro will be finished).
- **repl/lift handset**: Finishes the connection or establishes it depending on the status.

Insert additional digits and control characters. (depending on the PBX up to 40).

Press the **softkey** to complete your entry.

Important

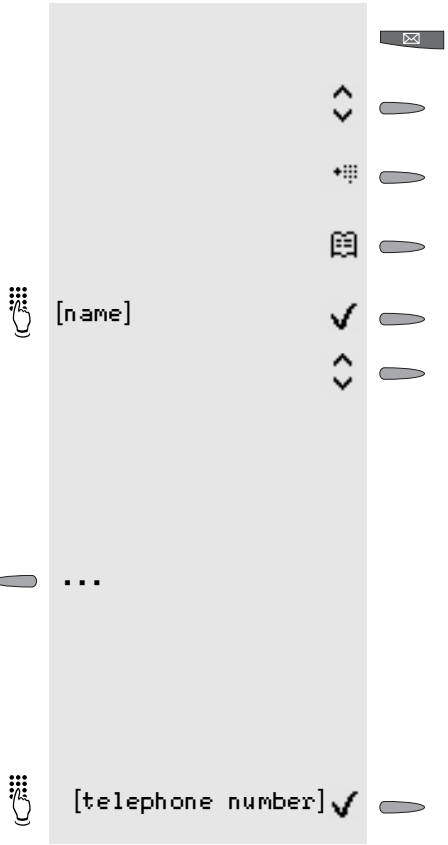
Please enter the external telephone number always with the exchange line access number "0". (Exceptions: Direct Exchange Line Telephone; see page 56.)

Advice

You can also create this call macro also as a new entry for an already existing contact (see Kapitel Edit/delete Contact auf Seite 80).

Copy Telephone Numbers out of the Dial Preparation

If you like to enter telephone numbers out of different lists (caller list, calls list, redial list) into the telephone book, you will be able to copy them directly via dial preparation.



Press the **message key** to switch from the idle state to the caller list.

Use the ^ and v **softkeys** to browse to the entry you require.

Press the **softkey** to copy the telephone number into the dial preparation.

Press the **softkey** to copy the telephone number into the telephone book.

Enter the **name** (up to 16 characters).

Press the ✓ **softkey** to complete your entry.

Use the ^ and v **softkeys** to browse to the option you require and press the ▸ **softkey** to the left of the option:

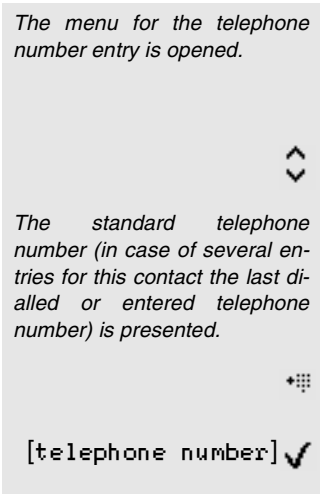
- **business**: Enters the telephone number as a business telephone number.
- **mobile-business**: Enters the telephone number as a business mobile telephone number.
- **private**: Enters the telephone number as a private telephone number.
- **mobile-private**: Enters the telephone number as a private mobile telephone number.
- **macro**: Enters the telephone number as call macro.

If necessary: Change the **telephone number**.

Press the ✓ **softkey** to complete your entry.

Transfer an Entry into another Menu

When entering the telephone number for speed dialling, scheduled call (resubmission) or subscriber Call Forwarding you can select the requested telephone number out of the telephone book. If you have already entered digits manually, the telephone number out of the telephone book will be attached behind.


The menu for the telephone number entry is opened.
The standard telephone number (in case of several entries for this contact the last dialled or entered telephone number) is presented.
[telephone number]

Press the **telephone book key** to switch from the menu to the telephone book.

Use the ^ and v **softkeys** to browse to the contact you require.

Press the **softkey** to copy the telephone number into the menu for number entry.

Press the **softkey** to complete your entry.

Advice

The name is also stored – if it is necessary for the corresponding function.

Enter Comment to a Contact

Press the **telephone book key** to switch from the idle state to the telephone book.

Use the ^ and v **softkeys** to browse to the contact you require.

Press the **softkey** to open the extended presentation.

Press the **softkey** to open the menu “edit contact” (see also Pic. 26 on page 77).

Use the ^ and v **softkeys** to browse to option **comment**.

Press the **softkey** to the left of the option **comment**.

Enter the **comment** (up to 40 characters depending on the PBX).

Press the **softkey** to complete your entry.

Advice

*When scrolling in the telephone book of COMfortel 2500 it is displayed if a comment is available for the contact. By pressing the **softkey** this comment can be displayed.*

Redial List

The redial list keeps 30 most recently used numbers. If there are more than 30 calls of different telephone numbers, the oldest one will be written over. The numbers are saved with these information: Number of dial operations, date and time of the dial operation (multiple dial operations: date/time of the most recent dialling).

Dial from the Redial List

The last dialled telephone number is displayed.

Press the **redial key** to switch from the idle state to the redial list.

Use the ^ and v **softkeys** to browse to the entry you require.

Pick up the **receiver**.

or

Press the **hook key** to start handsfree operation (see also page 38).

The subscriber is called.

Advice

Additional functions in the redial list, see Pic. 28 on page 85.

*You can also scroll to the requested entry by pressing the **redial key** repeatedly.*

*If you press the **redial key** when the receiver is off hook, the last dialled number will be redialled immediately.*

*If you like to leave the menu without dialling the displayed number, press the **exit key**.*

*If the telephone number is dialled from the redialling list in a query, the telephone will start to dial after the * **softkey** has been pressed.*

Delete Entries in the Redial List

The last dialled telephone number is displayed.

Press the **redial key** to switch from the idle state to the redial list.

Press the **softkey** to delete the displayed entry.

Advice

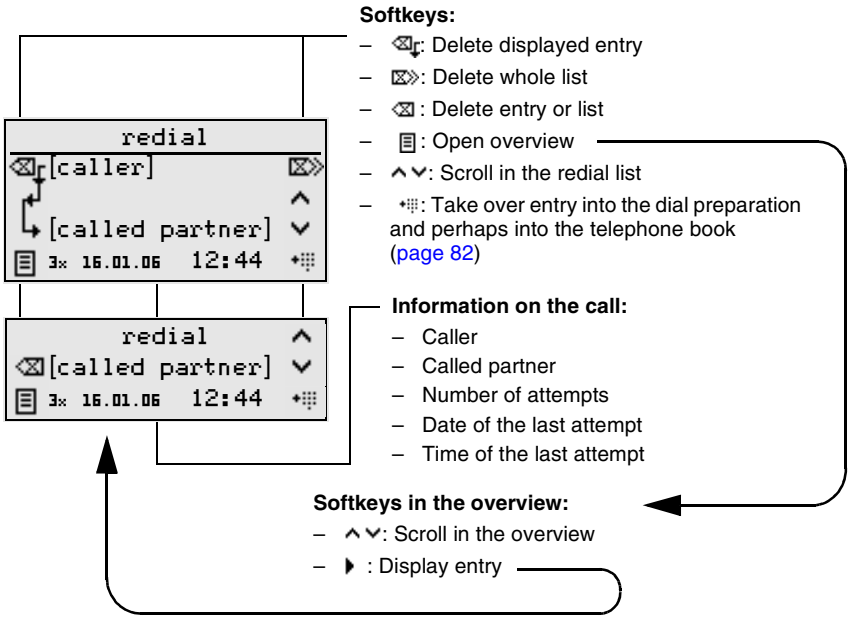
*By pressing the ⌦ **softkey** and confirming the following question you can delete the whole redial list.*

*On the COMfortel 1500 you can delete the displayed entry or the whole redial list by pressing the ⌫ **softkey** and the following selection of the displayed entry or of the whole list.*

If you like to prevent that a lot of useless entries will be taken into the list, you can configure the list for the calls to be taken (page 173).

You can also delete the whole redial list via the function menu "delete data" (see page 94).

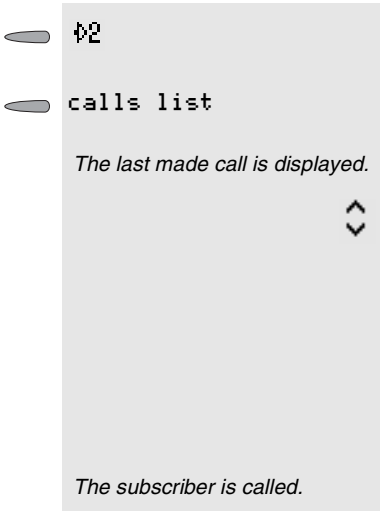
Pic. 28: Display Options in the Redial List


Softkeys:
– : Delete displayed entry
– ⌦: Delete whole list
– ⌫ : Delete entry or list
– : Open overview
– ^ v: Scroll in the redial list
– : Take over entry into the dial preparation and perhaps into the telephone book (page 82)
redial
[caller]
[called partner]
3x 16.01.06 12:44
Information on the call:
– Caller
– Called partner
– Number of attempts
– Date of the last attempt
– Time of the last attempt
redial
[called partner]
3x 16.01.06 12:44
Softkeys in the overview:
– ^ v: Scroll in the overview
– ▶ : Display entry

Calls List

In the calls list of the telephone the calls (inbound and outbound) you made, are saved with the telephone number of the caller as well as the date, time and duration. A maximum of 30 calls can be stored. In case of more than 30 calls, the oldest one will be written over. You can directly call a previous call partner out of the calls list (page 86).

Dial from the Calls List



Press the **softkey** to switch from the idle state to the second level.

Press the **softkey** next to **calls list** to open the calls list.

Use the ^ and v **softkeys** to browse to the entry you require.

Pick up the **receiver**.

or

Press the **hook key** to start handsfree operation (see also page 38).

Advice

Additional functions in the calls list, see Pic. 29 on page 87.

You can also open the calls list via the function menu (see page 34).

You can also configure the calls list on a freely programmable function key (page 35). This way the calls list is opened by simply pressing this key.

*If you like to leave the menu without dialling the displayed number, press the **exit key**.*

Delete Entries in the Calls List

Press the **softkey** to switch from the idle state to the second level.

Press the **softkey** next to **calls list** to open the calls list.

Press the **softkey** to delete the displayed entry.

Advice

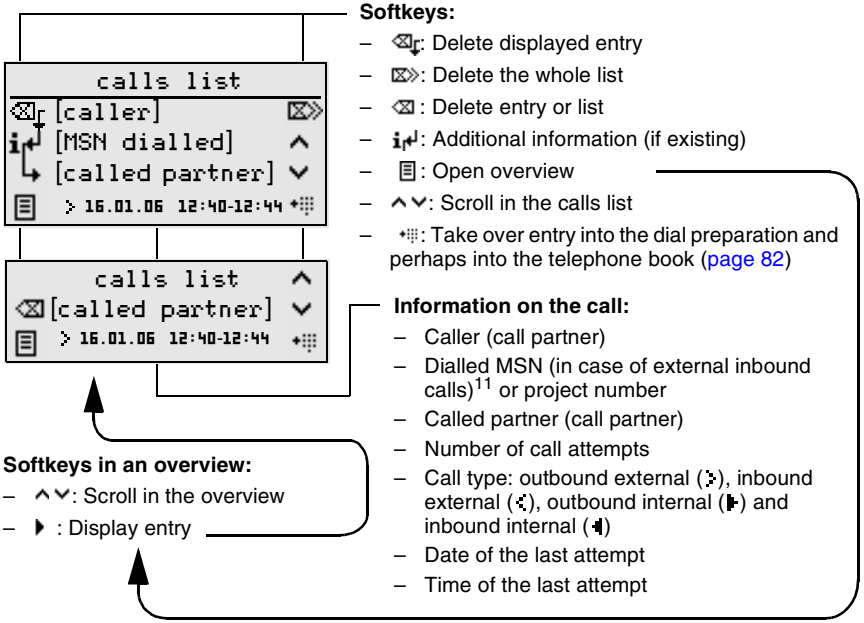
*By pressing the **softkey** and confirming the following question you can delete the whole calls list.*

*On the COMfortel 1500 you can delete the displayed entry or the whole calls list by pressing the **softkey** and the following selection of the displayed entry or of the whole list.*

If you like to prevent that a lot of useless entries will be taken into the list, you can configure the list for the calls to be taken (page 173).

You can also delete the whole calls list via the function menu “delete data” (see page 94).

Pic. 29: Display Options in the Calls List


calls list
[caller]
[MSN dialled]
[called partner]
16.01.06 12:40-12:44
calls list
[called partner]
16.01.06 12:40-12:44
Softkeys:
– : Delete displayed entry
– : Delete the whole list
– : Delete entry or list
– : Additional information (if existing)
– : Open overview
– : Scroll in the calls list
– : Take over entry into the dial preparation and perhaps into the telephone book (page 82)
Information on the call:
– Caller (call partner)
– Dialled MSN (in case of external inbound calls)[11] or project number
– Called partner (call partner)
– Number of call attempts
– Call type: outbound external (), inbound external (), outbound internal () and inbound internal ()
– Date of the last attempt
– Time of the last attempt
Softkeys in an overview:
– : Scroll in the overview
– : Display entry

Caller List

The caller list of the telephone saves the telephone numbers of the calls which were not answered. The telephone numbers are saved with the quantity of the attempted calls, date and time of the call (if there were more attempts, the last call would be saved). A maximum of 30 telephone numbers can be saved. If there are more than 30 calls of different telephone numbers, the oldest one will be written over.

You are able to recall a caller directly out of the caller list (page 88).

The LED on top of the message key draws your attention to entries in the caller list (LED signalling is a configuration options, see page 167).

[11] If operated on the PBX systems COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business also outbound MSN used for the call.

Dial from the Caller List

Right to the list selection there is the number of new recordings/calls displayed.

▸ caller list 2

The last received call is displayed.

The subscriber is called.

Press the **message key** to change from the idle state to the list selection.

Press the ▸ **softkey** in front of the selection **caller list** to open the caller list (is skipped if the other lists are empty or if there is no answering machine; see page 190).

Use the ^ and v **softkeys** to browse to the entry you require.

Pick up the **receiver**.

or

Press the **hook key** to start handsfree operation (see also page 38).

Advice

Additional functions in the caller list, see Pic. 30 on page 89.

You can also open the caller list via the function menu (see page 34).

You can also configure the calls list on a freely programmable function key (page 35). This way the calls list is opened by simply pressing this key.

*You can scroll to the requested entry by multiple pressing of the **message key**.*

*If you like to leave the menu without dialling the displayed number, press the **exit key**.*

As soon as a connection (inbound or outbound) has been established to one of the callers, the corresponding telephone number will be deleted from the caller list. If it has been a group call, the telephone number will also be deleted from of the caller lists of all the other group members.[12]

[12]Only available if operated on the PBX systems COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business and activated in the configuration manager of the PBX. The group-wide deleting does not happen if the recaller has deleted his caller list first or if the same caller has called to his personal subscriber number again.

Delete Entries in the Caller List

Press the **message key** to change from the idle state to the list selection.

Press the ▶ **softkey** in front of the selection **caller list** to open the caller list (is skipped if the other lists are empty or if there is no answering machine).

Press the ⌫ **softkey** to delete the displayed entry.

Advice

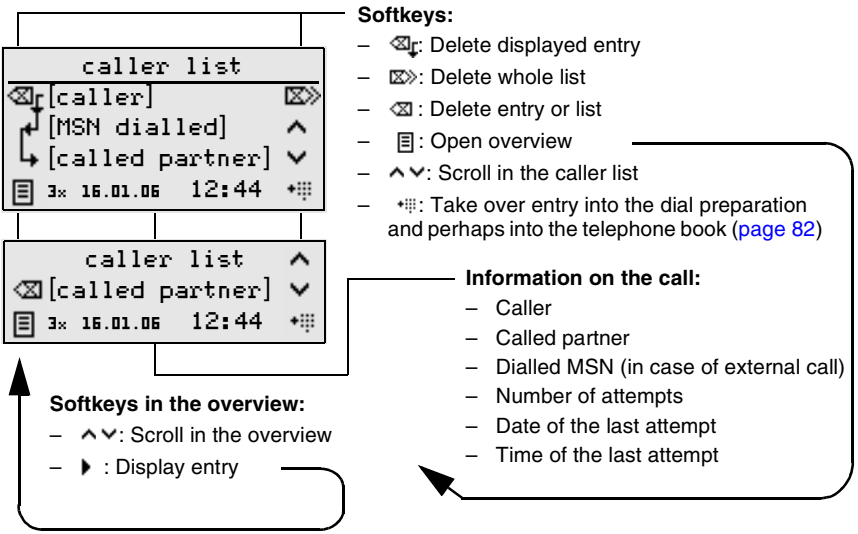
*By pressing the ⌦ **softkey** and confirming the following question you can delete the whole caller list.*

*On the COMfortel 1500 you can delete the displayed entry or the whole caller list by pressing the ⌫ **softkey** and the following selection of the displayed entry or of the whole list.*

If you like to prevent that a lot of useless entries will be taken into the list, you can configure the list for the calls to be taken (page 173).

You can also delete the whole caller list via the function menu "delete data" (see page 94).

Pic. 30: Display Options in the Caller List

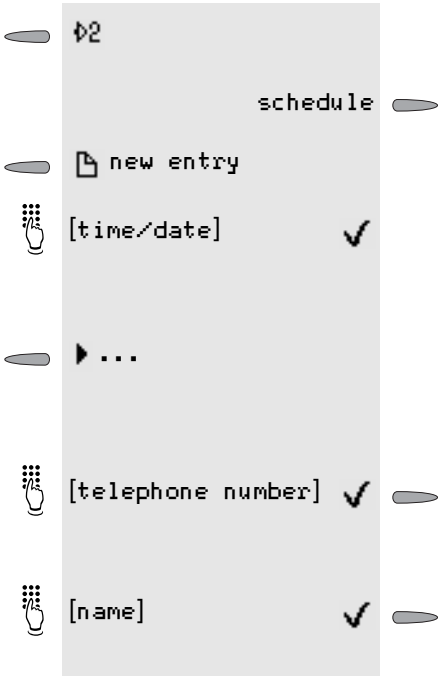

caller list
[caller]
[MSN dialled]
[called partner]
3x 16.01.06 12:44
caller list
[called partner]
3x 16.01.06 12:44
Softkeys:
– ⌫: Delete displayed entry
– ⌦: Delete whole list
– ⌫: Delete entry or list
– : Open overview
– ^ v: Scroll in the caller list
– : Take over entry into the dial preparation and perhaps into the telephone book (page 82)
Information on the call:
– Caller
– Called partner
– Dialled MSN (in case of external call)
– Number of attempts
– Date of the last attempt
– Time of the last attempt
Softkeys in the overview:
– ^ v: Scroll in the overview
– ▶ : Display entry

Scheduled Calls List

This function will remind you on a date or a call. The telephone allows you to schedule up to 16 incidents.

Configure a scheduled Call

If you like to be remembered to make a call, you will be able to configure a scheduled call with your telephone. Your telephone will ring at the programmed date and you are able to call the configured telephone number simply by picking up the receiver (page 92).



Press the ◊2 **softkey** to change from the idle state to the second level.

Press the **softkey** next to **schedule** to open the list of the scheduled calls.

Press the **softkey** to create a new entry.

Overwrite **time** and **date** if necessary.

Press the ✓ **softkey** to complete your entry.

Press the ▸ **softkey** to the left of the option you require:

- **with dial prep.**: Set a scheduled call with dial preparation.
- **just a reminder**: Set a dial preparation.

Only with the option **with dial preparation**:

Enter the **telephone number**.

Press the ✓ **softkey** to complete your entry.

Enter a corresponding **name** or an **information**.

Press the ✓ **softkey** to complete your entry.

Important

Please enter the external telephone number always with the exchange line access number "0". (Exceptions: Direct Exchange Line Telephone; see page 56.)

Advice

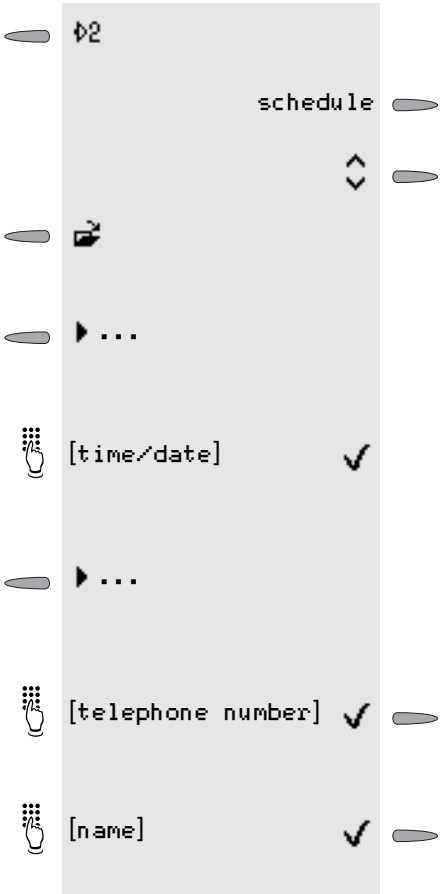
You can also open the scheduled calls list via the function menu (see page 34).

You can also configure the scheduled calls list on a freely programmable function key (page 35). This way the scheduled calls list is opened by simply pressing this key.

*If the **telephone book key** is pressed when entering the telephone number, you can select the requested telephone number in the telephone book.*

If you like to be remembered simply to a date/appointment instead of a call, select "just a reminder" after the date entry. In this case there will be no telephone number entry but only an information entry.

Edit or delete scheduled Calls in the List



Press the 2 **softkey** to change from the idle state to the second level.

Press the **softkey** next to **schedule** to open the list of the scheduled calls.

Use the ^ and v **softkeys** to browse to the entry you require.

Press the **softkey** to start editing the entry.

Press the ▸ **softkey** to the left of the option you require:

- **change**: Permit the editing of the entry.
- **delete**: Delete the entry after confirmation of the following question.

Overwrite **time** and **date** if necessary.

Press the ✓ **softkey** to complete your entry.

Press the ▸ **softkey** to the left of the option you require:

- **with dial prep.**: Configure a scheduled call with dial preparation.
- **just a reminder**: Configure a scheduled call.

Only with the option **with dial prep.**:
Enter the **telephone number**.

Press the ✓ **softkey** to complete your entry.

Enter the corresponding **name** or an **information**.

Press the ✓ **softkey** to complete your entry.

Advice

You can also delete the whole scheduled calls list via the function menu "delete data" (see page 94).

You get a scheduled Call with Dial Preparation

If you configured a scheduled call with dial preparation for a call partner, your telephone will ring at the corresponding date and show you the configured telephone number and the name. Now you are able to make the call immediately as described in the following (by simply picking up the receiver or taking over of the telephone number into the dial preparation). If you do not like to make the call any more, you will be able to cancel this scheduled call in the menu. If you like to be reminded on the call to be made later, you are able to postpone the call. Then the scheduled call will be made again 10 minutes later.

If you like to postpone the call for more than 10 minutes, start the resubmission instead and select one of the periods (30 minutes, 1 hour, 2 hours, 1 day, 1 week, 2 weeks, 4 weeks or user-defined).

If you do not pick up the scheduled call, it will be postponed automatically. As soon as the telephone is in the idle condition after the following call, the scheduled call will be executed within a minute again.

Your telephone rings and the name of the call destination is displayed.

Use the ^ and v **softkeys** to browse to the option you require and press the ▸ **softkey** to the left of the option:

- **calling**: Take over the stored telephone number to the dial preparation.
- **delete**: Delete the scheduled call.
- **reschedule**: Postpone the scheduled call by 10 minutes.
- **reschedule call**: Restart the scheduled call in 30 minutes, 1 hour, 2 hours, 1 day, 1 week, 2 weeks, 4 weeks or user-defined.

Only in case of selection "call":

The telephone number configured for the scheduled call is taken over into the dial preparation.

Pick up the **receiver**.

or

Press the **hook key** to start handsfree operation (see also page 38).

You get a scheduled Call (Reminder only)

If you configured a scheduled call for your telephone, it would ring at the configured time and will show you the entered information.

You can simply confirm the call (then it will be deleted) or if you like to be remembered later again, you can postpone it. Then the scheduled call will be executed in 10 minutes again.

If you like to postpone the call for more than 10 minutes, start the resubmission instead and select one of the periods (30 minutes, 1 hour, 2 hours, 1 day, 1 week, 2 weeks, 4 weeks or user defined). Thanks to this you can be reminded e.g. to a weekly meeting.

If you did not pick up the receiver during a scheduled call, it would be postponed automatically. As soon as the telephone is in the idle state after the next use, the scheduled call will be executed within one minute again.

Your telephone rings and the corresponding information is displayed.

Use the ^ and v **softkeys** to browse to the option you require and press the ▸ **softkey** to the left of the option:

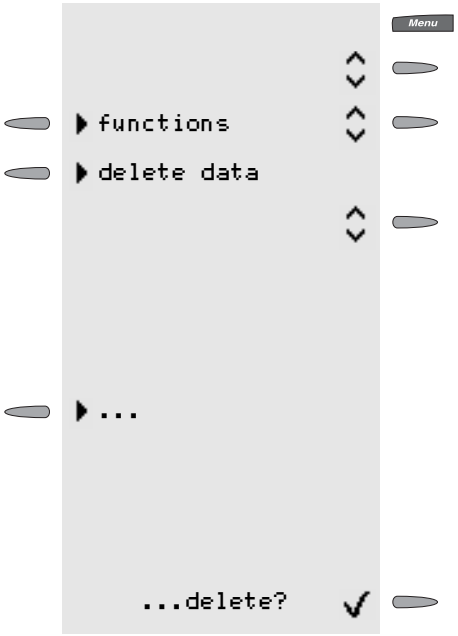
- **confirm**: Confirm the scheduled call.
- **reschedule**: Postpone the scheduled call by 10 minutes.
- **reschedule call**: Restarts the scheduled call in 30 minutes, 1 hour, 2 hours, 1 day, 1 week, 2 weeks, 4 weeks or user-defined

Important *Some of the described functions are only offered in the telephone if the function is available in the PBX and has been properly configured and the necessary authorization for the use of these functions has been assigned.*

Delete Data

You can delete your personal data such as e.g. telephone numbers and function settings.

Use the Function via Function Menu:



Open the function menu for the function “delete data” (You will find help on page 33 and the following).

Use the ^ and v **softkeys** to browse to the option you require and press the ▸ **softkey** to the left of the option:

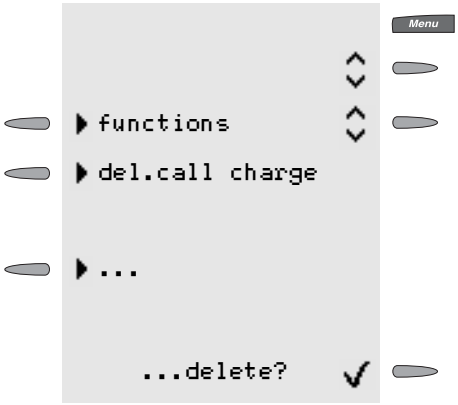
- **caller list**: Delete all entries in the caller list.
- **calls list**: Delete all entries in the calls list.
- **redial list**: Delete all entries in the redial list.
- **scheduled call**: Delete all entries in the scheduled calls list.
- **phone book**: Delete all entries in the telephone book of the telephone.
- **function keys**: Delete all not blocked function keys.
- **all**: Delete all data listed above.

Press the ✓ **softkey** to confirm the security message.

Delete Call Charges

Under “Information” the call charges are shown since the last deletion (page 185). In order to control the charges in certain time intervals, you are able to delete the total call charges from time to time. The charges or call charge recording registered by the PBX are not influenced by this deletion. If you like to prevent that somebody looks at your charge units of your last call, you will be able to delete this charge also.

Use the Function via Function Menu:



Open the function menu for the function “delete call charge” (You will find help on page 33 and the following).

Press the ▸ **softkey** to the left of the option you require:

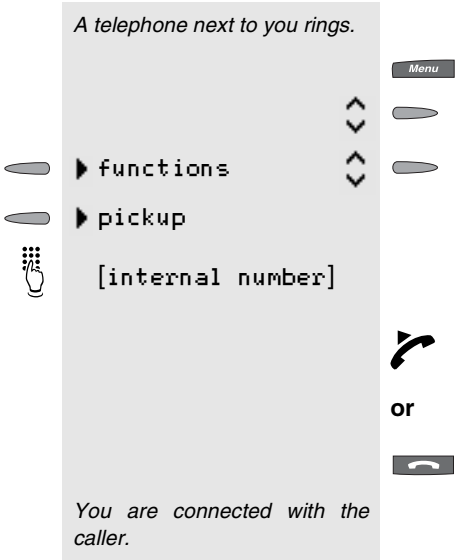
- **most recent call**: Delete the call charges of the last call.
- **call charge total**: Delete all call charge.

Press the ✓ **softkey** to confirm the security message.

Pickup

With the function pickup you can take over the inbound calls of the other telephones to your own telephone.

Use the Function via Function Menu:



Open the function menu for the function “pickup” (You will find help on page 33 and the following).

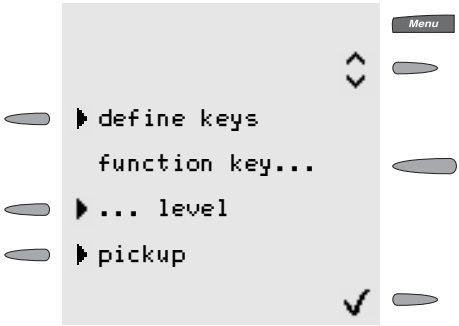
Enter the **internal telephone number** of the ringing telephone.

Pick up the **receiver**.

or

Press the **hook key** to start handsfree operation (see also page 38).

Assign Key:



Open the key programming menu for the function “pickup” (You will find help on page 33 and the following).

Press the ✓ **softkey** to complete the settings.

Use Function via Key:
You can open the function menu for the function “Pickup” (s. a.) by pressing the key.

LED Signalling next to the Key:
none

Advice

You can also open the function menu for the function “Pickup” via the 2nd level of the idle state (see page 48).

You can also do a pickup during a call and start a query with it. This is possible by selecting the function in the bottom display line (see page 69).

If you like to take-over calls addressed to a group, select the pickup fort the group number.

If there is a name for the internal telephone number, it will be displayed as soon as the telephone number has been entered completely.

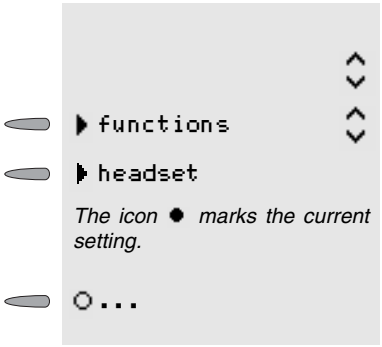
You can assign an internal subscriber/group number to a freely programmable function key (speed dialling key; see page 122). A red flashing LED signals a call to this number and you can pickup that call by pressing the key and accepting it. This way you can also start a call take-over from telephones or answering machines where this is permitted (see manual of the PBX).

COMpact 5010/5020 VoIP and COMmander Basic.2/Business: Depending on the authorization assigned to your telephone, you can do Pickups of any available telephones, of telephones within a group or not at all.

Switch on/off Headset Operation

If you connected and selected (see page 158) a headset to your system telephone, you can switch between receiver and headset operation.

Use the Function via Function Menu:

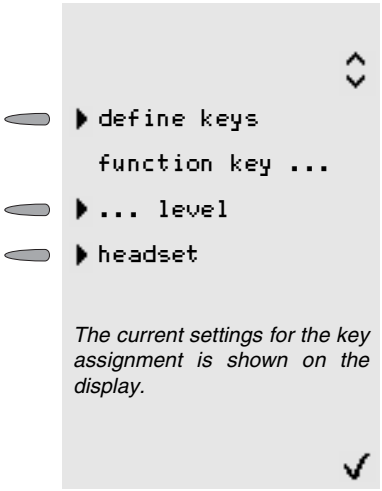


Open the function menu for the function “headset” (You will find help on page 33 and the following).

Press the ○ **softkey** to the left of the option you require:

- **activating**: Switch on the headset operation.
- **switching off**: Switch off the headset operation.

Assign Key:



Open the key programming menu for the function “headset” (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[switching type]**: Enables the assignment with switch on, off and over.

Press the ✓ **softkey** to complete the settings.

Use Function via Key:
The headset operation is switched on, off or over by pressing the key.

LED Signalling next to the Key:

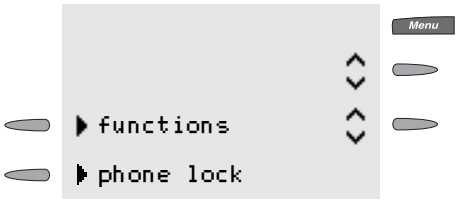
green	The headset operation is switched on.
off	The headset operation is switched off.

Telephone Lock

With the telephone lock telephone can be locked against unauthorized use. The following functions are still available after the activation of this function:

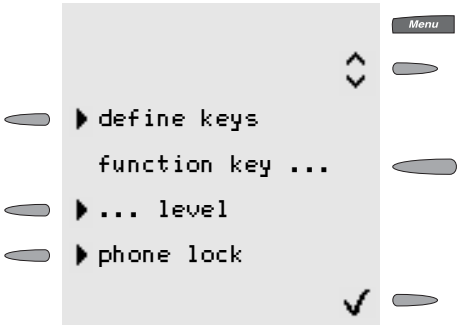
- Switch off the telephone lock (by pressing the **softkey** followed by the entry of the user PIN[13])
- Start emergency calls (only manual dialling)
- Accept inbound calls

Use the Function via Function Menu:



Open the function menu for the function “phone lock” (You will find help on page 33 and the following).

Assign Key:



Open the key programming menu for the function “phone lock” (You will find help on page 33 and the following).

Press the ✓ **softkey** to complete the settings.

Use Function via Key:

By pressing the key in the idle state the telephone lock is switched on.

By pressing the key again followed by the entry of the user PIN[13] the telephone lock is switched off.

LED Signalling next to the Key:

red	The telephone lock is switched on.
off	The telephone lock is switched off.

Important

To be able to switch the telephone lock on, a user PIN[13] has to be defined for the telephone before to switch the telephone lock off again. (see page 167).

[13] On the PBX systems COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business the telephone lock can also be deactivated by entering the admin or subAdmin PIN.

Ringer Signal

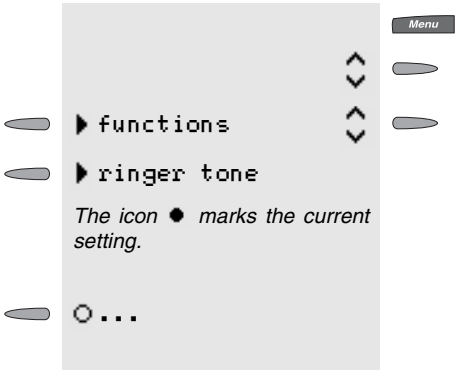
The system telephone signals inbound calls as follows:

- Acoustic ringer signal (the telephone rings in the configured ringer melody; page 170)
- Display message (text)
- Flashing LED on top of the hook key
- Display backlight (page 159)
- Flashing display backlight (page 100)

Switch on/off acoustic Ringer Signal

If the surrounding must not be disturbed by the ringing of the telephone, you can switch off the ringer signal. This function is different from the PBX function “Do-not-Disturb” (page 103) insofar that inbound calls are still possible. But they are not signalled acoustically anymore but visually only.

Use the Function via Function Menu:

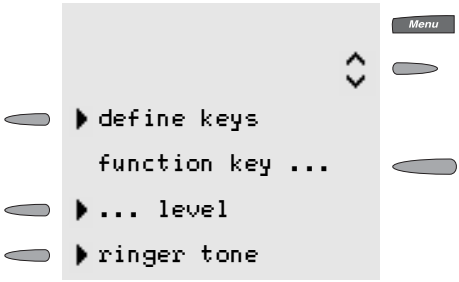


Open the function menu for the function “ringer tone” (You will find help on page 33 and the following).

Press the ○ **softkey** to the left of the option you require:

- **activating**: Switch on the acoustical ringer signal.
- **switching off**: Switch off the acoustical ringer signal.

Assign Key:



Open the key programming menu for the function “ringer tone” (You will find help on page 33 and the following).

The current settings for the key assignment is shown on the display.

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[switching type]**: Enables the assignment with switch on, off or over.

Press the ✓ **softkey** to complete the settings.

Use Function via Key:

By pressing the key the acoustical ringer signal is switched on, off or over.

By pressing the key during an inbound call the acoustic ringer signal is immediately switched on, off or over for this call.

LED Signalling next to the Key:

off	The acoustic ringer signal is switched on.
red	The acoustic ringer signal is switched off.

Advice

If you need a more noticeable signalling when the acoustic ringer signal is switched off, calls can be signalled by a flashing display backlight (see next chapter).

If you do not like to switch off the ringer signal completely but to switch on a slight attention acoustic ringer signal, select the setting "single ringer tone" (see page 172).

Signal Calls via flashing Display Backlight (Ringer Signal/Light)[14]

If the surrounding must not be disturbed by the ringing of the telephone, you can signal calls via blinking of the display backlight instead (in addition to other visual signals). Dependent on the room brightness a very noticeable visual signalling is possible.

Use the Function via Function Menu:

Menu

▸ functions

▸ ringer backlight

The icon ● marks the current setting.

○...

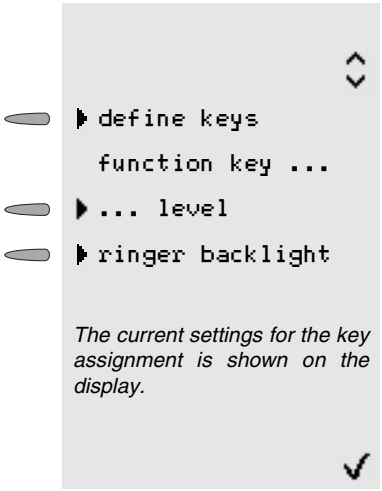
Open the function menu for the function "ringer backlight" (You will find help on page 33 and the following).

Press the ○ **softkey** to the left of the option you require:

- **activating**: Switch on the flashing display lighting and switch off the acoustical ringer signal at the same time.
- **switching off**: Switch off the flashing display lighting and switch on the acoustical ringer signal on at the same time.

[14] not on COMfortel 1500

Assign Key:



Menu

Open the key programming menu for the function “ringer backlight” (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[switching type]**: Enables the assignment with switch on, off or over.

Press the ✓ **softkey** to complete the settings.

Use Function via Key:
By pressing the key, the flashing display backlight is switched on, off or over.

LED Signalling next to the Key:

off	The flashing display light is switched off and the acoustical ringer signal is switched on.
red	The flashing display light is switched on and the acoustical ringer signal is switched off.

Warning

Some people are susceptible to epileptic seizures or loss of consciousness when exposed to certain flashing lights or light patterns. If you had symptoms related to epilepsy when exposed to flashing lights, do not activate this function.

Advice

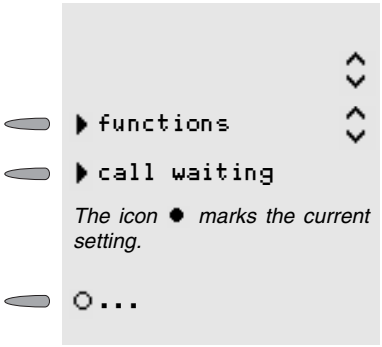
By switching the function “ringer signal/light” on and off, the function “ringer signal” is also switched on/off (see previous chapter).

Subscriber Function of the PBX

Switch on/off Call Waiting

If you like to prevent the Call Waiting function in your telephone (see page 47), you will be able to disable the Call Waiting via menu of the system telephone.

Use the Function via Function Menu:

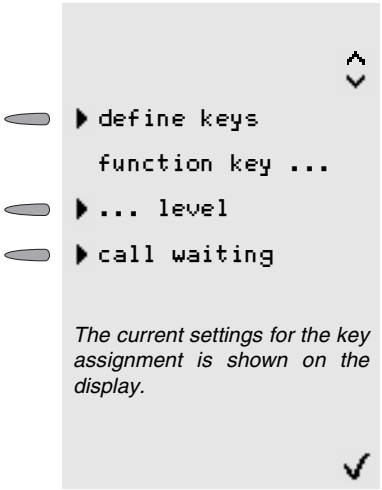


Open the function menu for the function “call waiting” (You will find help on page 33 and the following).

Press the ○ **softkey** to the left of the option you require:

- **activating**: Switch on the Call Waiting signal.
- **switching off**: Switch off the Call Waiting signal.

Assign Key:



Open the key programming menu for the function “call waiting” (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[switching type]**: Enables the assignment with switch on, off or over.

Press the ✓ **softkey** to complete the settings.

Use Function via Key:
By pressing the key the Call Waiting is switched on, off or over.

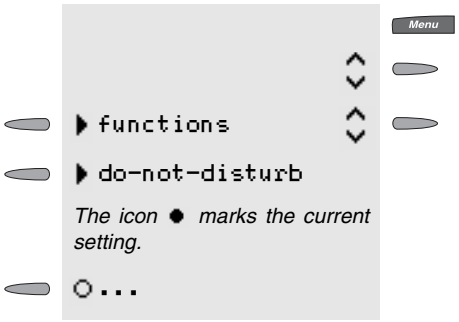
LED Signalling next to the Key:

green	The Call Waiting is switched on.
off	The Call Waiting is switched off.

Switch on/off Do-not-Disturb

If you do not like to be called by anybody, you will be able to block your system telephone for internal and external calls with the function “Do-not-Disturb service”. Then a caller will get the busy signal. In case of emergency you can be reached with a priority call by an internal subscriber. Of course you are able to make a call with your Do-not-Disturb protected telephone.

Use the Function via Function Menu:

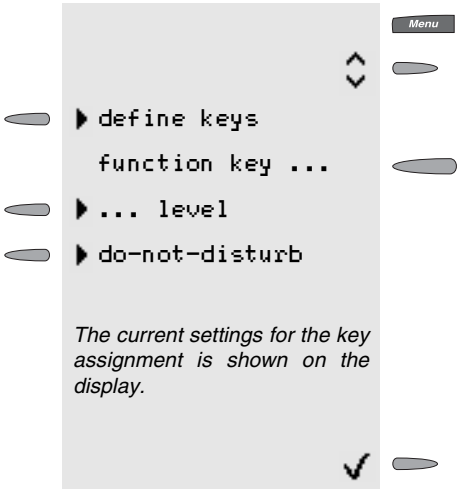


Open the function menu for the function “Do-not-Disturb” (You will find help on page 33 and the following).

Press the ○ **softkey** to the left of the option you require:

- **activating**: Switch on the Do-no-Disturb.
- **switching off**: Switch off the Do-no-Disturb.

Assign Key:



Open the key programming menu for the function “Do-not-Disturb” (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[switching type]**: Enables the assignment with switch on, off or over.

Press the ✓ **softkey** to complete the settings.

Use Function via Key:

By pressing the key Do-not-Disturb is switched on, off or over.

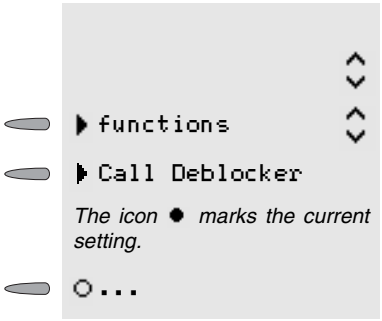
LED Signalling next to the Key:

yellow	The call protection is switched on.
off	The call protection is switched off.

Deactivate Do-not-Disturb for certain Persons (Call Deblocker – inbound)

If you like to be reachable for certain persons with the activated “Do-not-Disturb”, it will be possible to enter their external telephone number into a list with the PC software of the PBX. This list is valid for all subscribers and you are able to activate or deactivate it for your telephone if necessary. The presentation of the caller telephone number is necessary for the PBX to recognize the caller.

Use the Function via Function Menu:

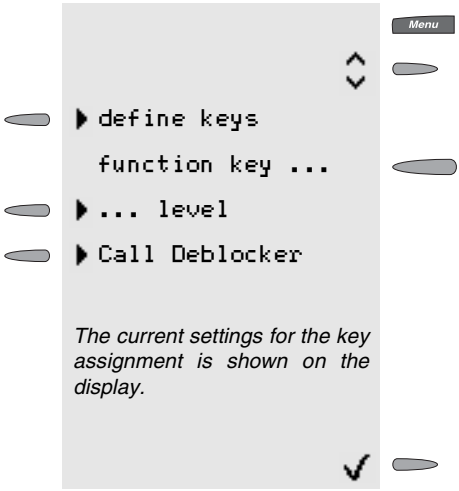


Open the function menu for the function “Call Deblocker” (You will find help on page 33 and the following).

Press the ○ **softkey** to the left of the option you require:

- **activating**: Switch on the Call Deblocker.
- **switching off**: Switch off the Call Deblocker.

Assign Key:



Open the key programming menu for the function “Call Deblocker” (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[switching type]**: Enables the assignment with switch on, off or over.

Press the ✓ **softkey** to complete the settings.

Use Function via Key:
By pressing the key the Call Deblocker is switched on, off or over.

LED Signalling next to the Key:

green	The Call Deblocker is switched on.
off	The Call Deblocker is switched off.

Protection against certain Person's Calls (Call Restrictor - inbound)

If you do not like to be called by certain persons, you are able to enter their external telephone numbers into a list with the PC software of your PBX. This list is valid for all subscribers and you are able to activate or to deactivate it for you telephone if necessary. The presentation of the caller telephone number is necessary for the PBX to recognize the caller.

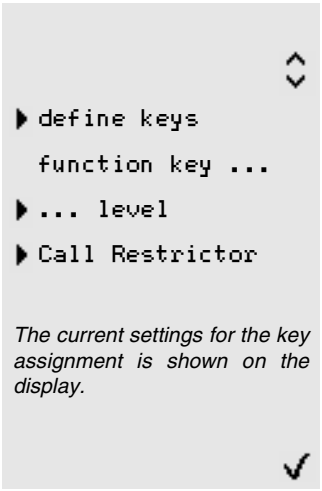
Use the Function via Function Menu:

Open the function menu for the function "Call Restrictor" (You will find help on page 33 and the following).

Press the ○ **softkey** to the left of the option you require:

- **activating**: Switch on the Call Restrictor.
- **switching off**: Switch off the Call Restrictor.

Assign Key:



Open the key programming menu for the function "Call Restrictor" (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[switching type]**: Enables the assignment with switch on, off or over.

Press the ✓ **softkey** to complete the settings.

Use Function via Key:

By pressing the key the Call Restrictor is switched on, off or over.

LED Signalling next to the Key:

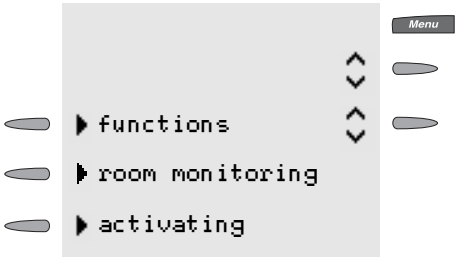
red	The Call Restrictor is switched on.
off	The Call Restrictor is switched off.

Room Monitoring

If you like to monitor the acoustics of a room e.g. in order to check whether your toddler sleeps, you will be able to use the function “room monitoring”. The telephone in the room will have to be properly configured for this function.

Then you call the configured telephone from another internal telephone. The connection will immediately be established and you can listen into the room.

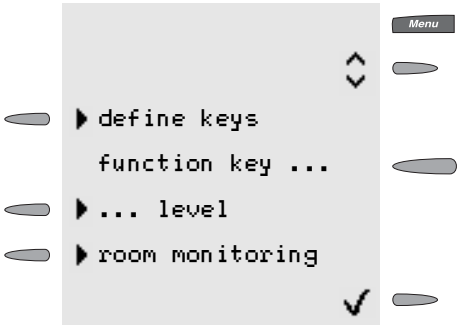
Use the Function via Function Menu:



Open the function menu for the function “room monitoring” (You will find help on page 33 and the following).

Press the ▸ **softkey** to the left of the option **activating** to start room monitoring.

Assign Key:



Open the key programming menu for the function “room monitoring” (You will find help on page 33 and the following).

Press the ✓ **softkey** to complete the settings.

Use Function via Key (only in the idle State of the Telephone):

By pressing the key the room monitoring is switched on.

LED Signalling next to the Key:

red	The room monitoring is switched on.
off	The room monitoring is switched off.

Advice

The microphone of the base module switches on automatically.

How to listen into the room from an external telephone can be learned from the user manual of the PBX.

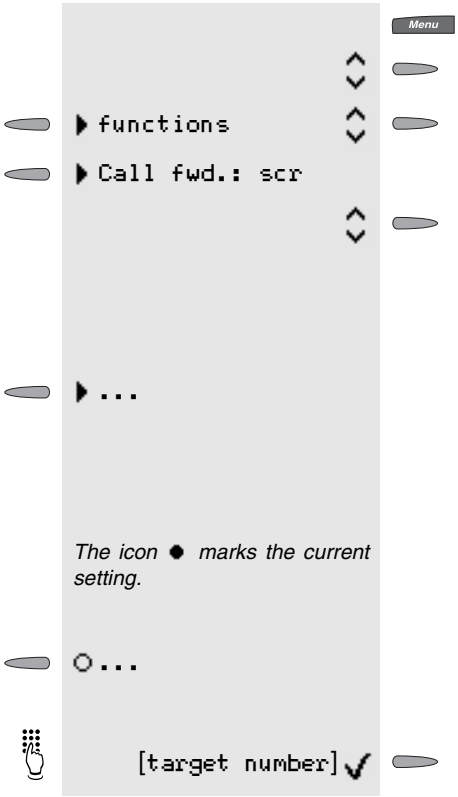
By pressing the hook key or by taking the receiver and then hang up the room monitoring will be deactivated.

Redirect the Telephone (Subscriber Call Forwarding)

Thanks to the subscriber call forwarding (CF) you are able to redirect internal and external calls from your telephone to other internal and external connections. You or your substitute will be able to take these calls with another telephone. The subscriber call forwarding will let you or your substitute be always available under your telephone number although you are not able to take calls with your original telephone.

There could be different reasons for not being able to take a call, e.g. you are not in the office or you are currently talking with another person on the line. Therefore you have three different kinds of call forwarding: “call forwarding unconditional”, “call forwarding on busy” and “call forwarding on no reply”.

Use the Function via Function Menu:



Open the function menu for the function “Call forwarding subscriber” (You will find help on page 33 and the following).

Use the ^ and v **softkeys** to browse to the option you require and press the ▸ **softkey** to the left of the option:

- **deactivate all**: Switch off all currently switched on Subscriber Call Forwardings. (no additional entry is necessary)
- **unconditional**: Switch on or off the Subscriber Call Forwarding “unconditional”.
- **on busy**: Switch on or off the Subscriber Call Forwarding “on busy”.
- **on no reply**: Switch on or off the Subscriber Call Forwarding “on no reply”.

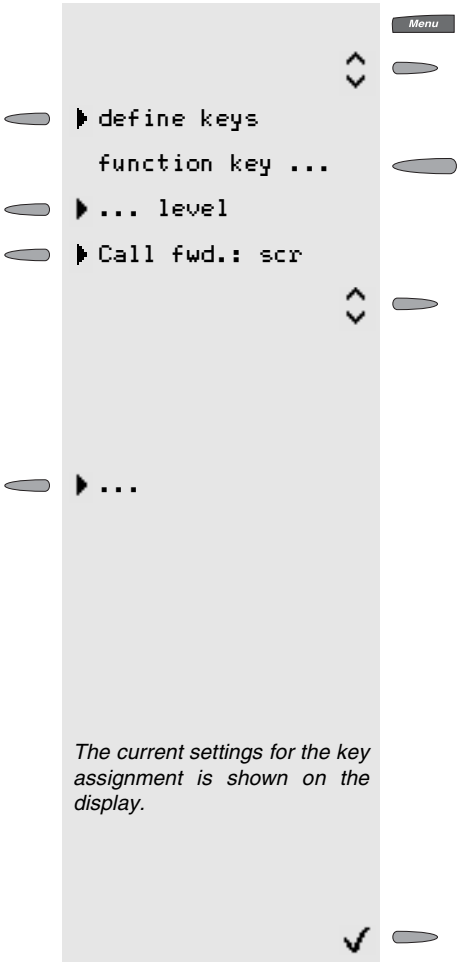
Press the ○ **softkey** to the left of the option you require:

- **activating**: Switch on the Subscriber Call Forwarding.
- **switching off**: Switch off the Subscriber Call Forwarding. (no additional entry is necessary)

Enter the **target telephone number**.

Press the ✓ **softkey** to complete the entry.

Assign Key:



The current settings for the key assignment is shown on the display.

Open the key programming menu for the function “Call forwarding subscriber” (You will find help on page 33 and the following).

Use the ^ and v **softkeys** to browse to the option you require and press the ▸ **softkey** to the left of the option:

- **deactivate all**: Assign the key with the function “deactivate all”.
  (no additional entry is necessary)
- **unconditional**: Assign the key with the function “Subscriber Call Forwarding unconditional”.
- **on busy**: Assign the key with the function “Subscriber Call Forwarding on busy”.
- **on no reply**: Assign the key with the function “Subscriber Call Forwarding on no reply”.

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[telephone number]**: Allows to enter a target telephone number.
- **[name]**: Allows to enter a name for the target.
- **[switching type]**: Enables the assignment with switch on, off or over.

Press the ✓ **softkey** to complete the settings.

Use Function via Key:

By pressing the key the Subscriber Call Forwarding is switched on, off or over to the configured target.

Exception: A key assigned with “deactivate all” deletes only the currently switched on Call Forwardings.

LED Signalling near the Key (not in case of “Delete all”):

red	The Subscriber Call Forwarding is switched on to the configured target.
yellow	The Subscriber Call Forwarding is switched on to another configured target.
off	The Subscriber Call Forwarding is switched off.

Important

Please enter the external telephone numbers always with an exchange line access number "0". (Exception: Direct Exchange Line Telephone; see page 56.)

A subscriber forwarding call is not effective for inbound group calls. If you like to prevent that your telephone rings for group calls, you will have to log out of this group (page 133). If the group numbers are to be redirected, please refer to the manual of the PBX.

Advice

For each of the three kinds of call forwarding you can set another redirection target. If the "call forwarding on busy" and "call forwarding on no reply" are activated at the same time, both settings will work. It depends on what will happen – the telephone is busy or nobody takes the call – and the call may even be forwarded to different telephone numbers.

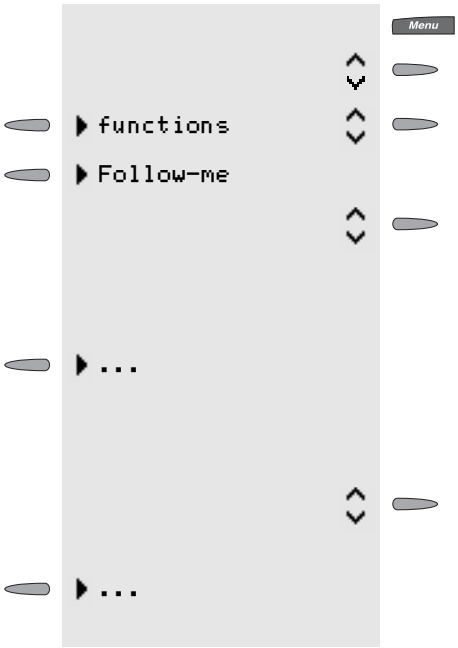
If the "call forwarding unconditional" is activated additionally to the "call forwarding if busy" and/or the "call forwarding on no reply", all calls will be redirected immediately. In this case the other variants are never used, but they are still active. As soon as "call forwarding unconditional" is deactivated, the other variants, still active, are used again.

If the telephone book key is pressed when entering the telephone number, you can select the requested telephone number in the telephone book.

Redirect your Calls to another Telephone (Follow-me)

Follow-me is an internal "subscriber call forwarding unconditional" that is configured on the target telephone (instead of the redirected telephone). This way you are able to go from office to office and to take your calls with you.

Use the Function via Function Menu:



Open the function menu for the function "Follow-me" (You will find help on page 33 and the following).

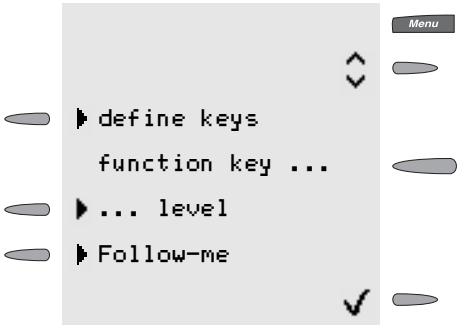
Use the ^ and v **softkeys** to browse to the option you require and press the ▸ **softkey** to the left of the option:

- **deactivate all**: Switch off all currently switched on Follow-me activations. (no additional entry is necessary)
- **activating**: Switch on Follow-me for a subscriber. [15)]
- **switching off**: Switch off Follow-me for a subscriber. [15)]

Use the ^ and v **softkeys** to browse to the option you require and press the ▸ **softkey** to the left of the option:

- **[name/number]**: Switches on/off Follow-me for a subscriber selected by his name/his number [15)]

Assign Key:



Open the key programming menu for the function “Follow-me” (You will find help on page 33 and the following).

Press the ✓ **softkey** to complete the settings.

Use Function via Key (only in the idle State of the Telephone):
Open the function menu for the function “Follow-me” (s. a.) by pressing the key.

Exception: A key assigned with “Deactivate all” only deletes the currently switched on Follow-me activations.

LED Signalling next to the Key:
none

Advice

Follow-me can also be switched off again on the redirected telephone – with “switch off Follow-me” for the own telephone number (COMpact 5010/5020 VoIP and COMmander Basic.2/Business) or “CF subscriber” (COMpact 2204/2206/4410 USB / 4406 DSL, COMmander Basic).

[15] When operating on the PBX COMpact 2204 USB, COMpact 2206 USB, COMpact 4406 DSL, COMpact 4410 USB and COMmander Basic it is not possible to switch off Follow-me for only one single subscriber. The telephone only offers the selection “Delete all” and “[Name/number]” to activate Follow-me for a single subscriber.

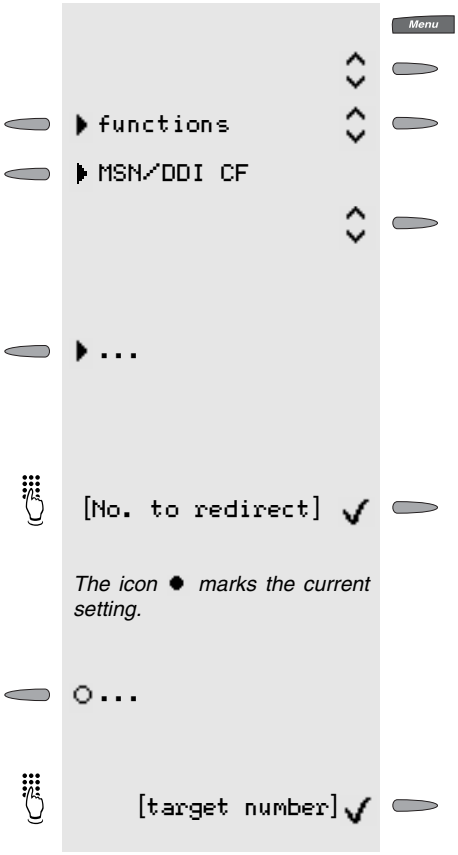
Forward the Connection (MSN/DDI Call Forwarding)[16]

If you like to be always reachable for external connections - even away from home -, you can use the MSN/DDI Call Forwarding.

With the MSN/DDI Call Forwarding you can forward calls for your external telephone numbers (dialled by an external caller) to other external connections. This way these calls can be taken on another telephone e.g. a mobile telephone if nobody can take the call internally.

As there are different reasons for not taking a call, e.g. nobody is available for a short or longer period, there are three different types of Call Forwarding: the “CF unconditional”, the “CF on busy” and the “CF on no reply”.

Use the Function via Function Menu:



Open the function menu for the function “Call forwarding: MSN/DDI” (You will find help on page 33 and the following).

Use the ^ and v **softkeys** to browse to the option you require and press the ▶ **softkey** to the left of the option:

- **unconditional**: Switch on or off the MSN/DDI Call Forwarding “unconditional”.
- **on busy**: Switch on or off the MSN/DDI Call Forwarding “on busy”.
- **on no reply**: Switch on or off the MSN/DDI Call Forwarding “on no reply”.

Enter the external telephone number of the PBX to be forwarded (without exchange line access number).

Press the ✓ **softkey** to complete the entry.

Press the ○ **softkey** to the left of the option you require:

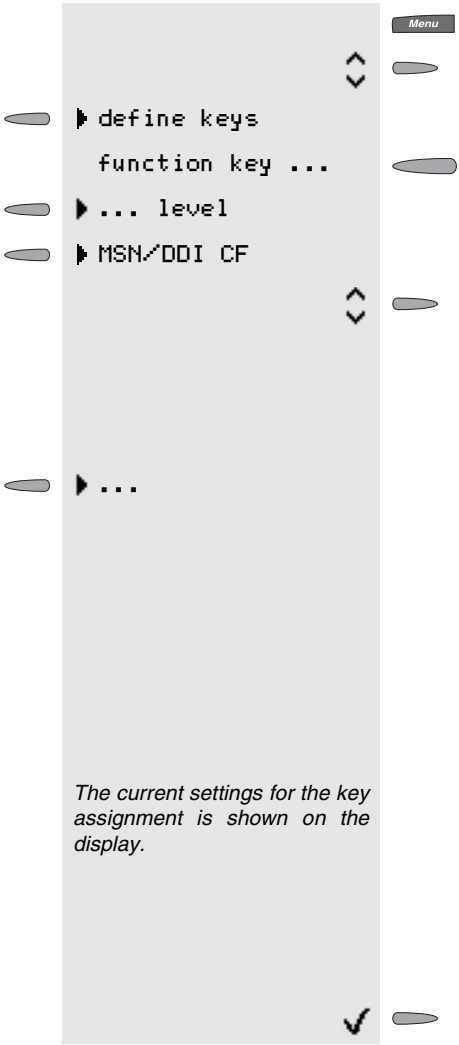
- **activating**: Switch on the MSN/DDI Call Forwarding.
- **switching off**: Switch off the MSN/DDI Call Forwarding.
  (no additional entry is necessary)

Enter the **target telephone number** (with exchange line access number).

Press the ✓ **softkey** to complete the entry.

[16] Only available when operated on the PBX systems COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business. On the other PBX systems this function can be set via programming sequence (see manual of the PBX).

Assign Key:



The current settings for the key assignment is shown on the display.

Open the key programming menu for the function “Call forwarding: MSN/DDI” (You will find help on page 33 and the following).

Use the ^ and v **softkeys** to browse to the option you require and press the ▸ **softkey** to the left of the option:

- **deactivate all**: Assign the key with the function “deactivate all”.
  (no additional entry is necessary)
- **unconditional**: Assign the key with the function “MSN/DDI Call Forwarding unconditional”.
- **on busy**: Assign the key with the function “MSN/DDI Call Forwarding on busy”.
- **on no reply**: Assign the key with the function “MSN/DDI Call Forwarding on no reply”.

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[telephone number]**: Allows to enter a target telephone number.
- **[name]**: Allows to enter a name for the target.
- **[switching type]**: Enables the assignment with switch on, off or over.
- **[no. to redirect]**: Allows to enter an external telephone number of the PBX (without exchange line access number).

Press the ✓ **softkey** to complete the settings.

Use Function via Key:

By pressing the key the MSN/DDI Call Forwarding is switched on, off or over to the configured target.

Exception: A key assigned with “deactivate all” deletes only the currently switched on Call Forwardings.

LED Signalling near the Key (not in case of "Delete all"):

red	The MSN/DDI Call Forwarding is switched on for the defined destination in the public exchange/PBX.
yellow	The MSN/DDI Call Forwarding is switched on for another destination in the public exchange/PBX.
off	The MSN/DDI Call Forwarding is switched off in the public exchange/PBX.

Important

Always enter the destination number (not the telephone number to be forwarded) with a preceding exchange line access number "0".

For the configuration of MSN/DDI Call Forwardings the used telephone needs an authorization.

When using the function via function menu there is no feedback about the success/failure of the configuration in the public exchange. When using the function via key the success/failure is shown via colour of the LED. During the configuration in the public exchange (this may last from a few seconds up to a minute) the LED glows yellow.

A key allocated with the function ("switch all off") only switches the MSN/DDI Call Forwardings off that have been switched with a still existing key. MSN/DDI call forwardings switched with the function menu or programming functions are not considered.

Advice

For each of the three kinds of call forwarding you can set another redirection target. If the "call forwarding on busy" and "call forwarding on no reply" are activated at the same time, both settings will work. It depends on what will happen – the telephone is busy or nobody takes the call – and the call may even be forwarded to different telephone numbers.

If the "call forwarding unconditional" is activated additionally to the "call forwarding on busy" and/or the "call forwarding on no reply", all calls will be redirected immediately. In this case the other variants are never used, but they are still active. As soon as "call forwarding unconditional" is deactivated, the other variants, still active, are used again.

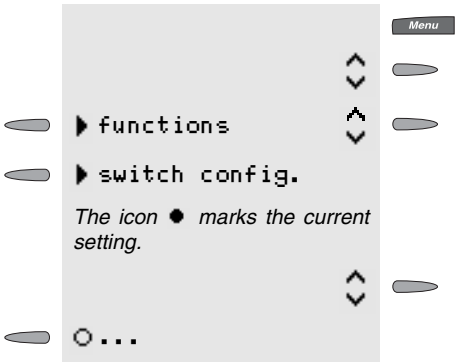
If the telephone book key is pressed when entering the telephone number, you can select the requested number in the telephone book.

If you like to forward internal calls also, use the subscriber or group Call Forwarding (see page 107 or operation manual of the PBX) instead of the MSN/DDI Call Forwarding. This way a forwarding is also possible to internal telephones, e.g. to the colleague's telephone or to the answering machine.

Switch the Configurations of the PBX manually (Day, Night etc.)

It is possible to programme different configurations for day, night with the configuration programme of the PBX. You can switch over from one configuration to another one manually. The PBX can automatically switch over the configuration based on a date/time calendar.

Use the Function via Function Menu:

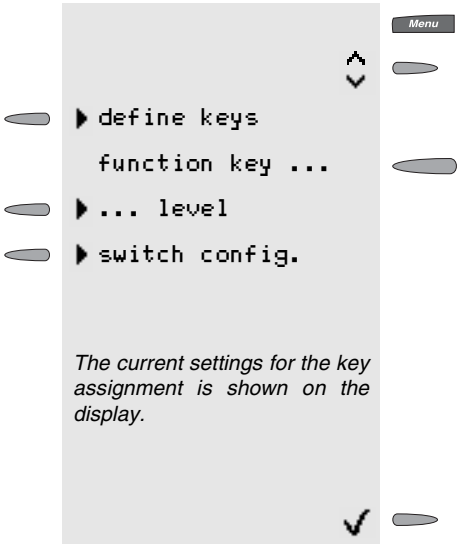


Open the function menu for the function “switch configuration” (You will find help on page 33 and the following).

Use the ^ and v **softkeys** to browse to the option you require and press the ○ **softkey** to the left of the option:

- **[name]**: Switches on the configuration selected by its name.

Assign Key:



Open the key programming menu for the function “switch configuration” (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[general/defined]**: Switches over between general and defined assignment.
- **[name]**: Allows to select the configuration by its name.

Press the ✓ **softkey** to complete the settings.

Use Function via Key:

Generally assigned key (only during the idle state of the telephone): By pressing the key, the function menu for the function “Switch configurations” (s. a.) opens.

Defined assigned key: By pressing the key the configured configuration is switched on.

LED Signalling next to the Key (only for defined Assignment):

green	The configuration defined for the key is switched on.
off	The configuration defined for the key is not switched on.

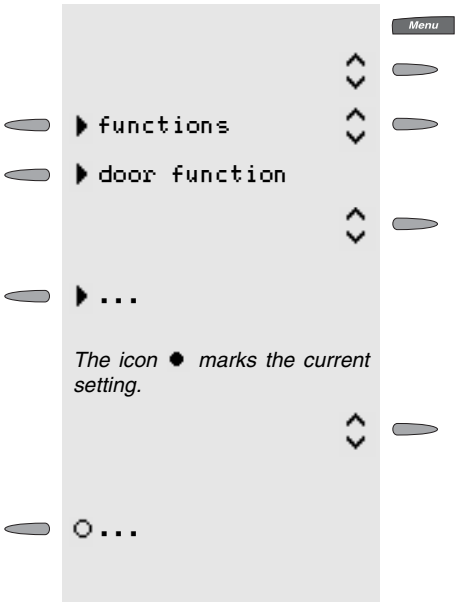
Door and Relay Functions of the PBX

Use the Door Terminal

The functions described in the following are only available with at least one door terminal connected to your PBX (see manual of the PBX).

Via the menu “functions” you can talk with the door terminal, open the door and switch the light on even without a call to your telephone.

Use the Function via Function Menu:



Open the function menu for the function “door function” (You will find help on page 33 and the following).

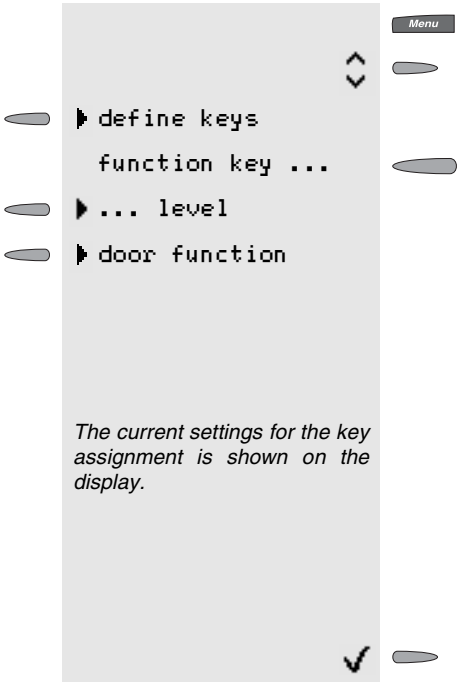
Use the ^ and v **softkeys** to browse to the option you require and press the ▸ **softkey** to the left of the option:

- **[name/number]**: Selects a door by its name/ its number.

Use the ^ and v **softkeys** to browse to the option you require and press the ○ **softkey** to the left of the option:

- **open door/light**: Open the door and switch on the stairway light.
- **open door**: Open the door.
- **light on**: Switch on the stairway light.
- **talk**: Establish a voice connection to the door.

Assign Key:



The current settings for the key assignment is shown on the display.

Open the key programming menu for the function “door function” (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[general/defined]**: Switches between general and defined assignment.
- **[telephone number]**: Allows to select a door by its name/number.
- **[name]**: Allows to enter a new name for the door.
- **[door function]**: Enables the assignment with open the door and/or switch on the light as well as door conversation.

Press the ✓ **softkey** to complete the settings.

Use Function via Key:

General assigned key (only during the idle state of the telephone): By pressing the key the function menu for “door functions” (s. a.) opens.

Defined assigned key: By pressing the key the voice connection with the door is established (after picking up the receiver) or the door opener and/or the light is switched on.

LED Signalling next to the Key:

green	The door opener is switched on.
red	There is a voice connection with the door terminal.
yellow	The light is switched on.
off	No function assigned to the key, is switched on.

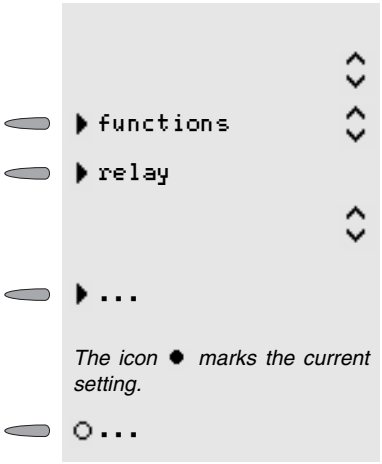
Advice

The function “light on” switches the 3rd relay of the corresponding door terminal separately on during the period configured in the PBX.

Switch Relay internally

If the PBX is equipped with one or more relays and if these are configured as universal relays (see manual of your PBX), they will be switched on and off by this function.

Use the Function via Function Menu:



Open the function menu for the function “relay” (You will find help on page 33 and the following).

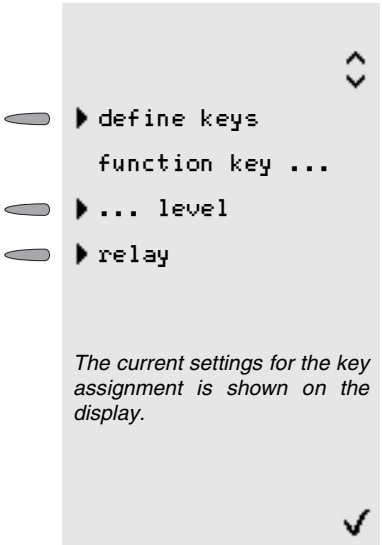
Use the ^ and v **softkeys** to browse to the option you require and press the ▸ **softkey** to the left of the option:

- **[name/number]**: Selects a relay by its name/its number.

Press the ○ **softkey** to the left of the option you require:

- **activating**: Switch on the relay.
- **switching off**: Switch off the relay.

Assign Key:



Open the key programming menu for the function “relay” (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[name]**: Allows to select the relay by its name.
- **[switching type]**: Enables the assignment with switch on, off or over.

Press the ✓ **softkey** to complete the settings.

Use Function via Key:
By pressing the key the relay is switched on, off or over.

LED Signalling next to the Key:

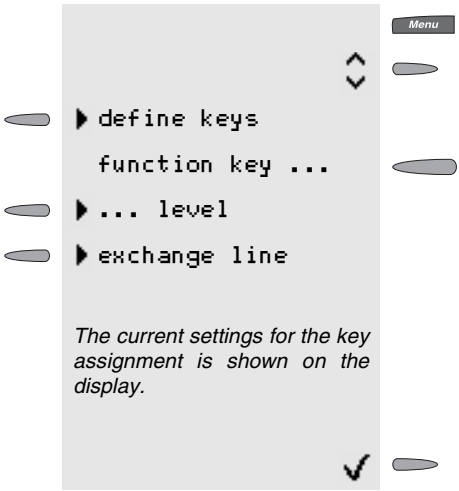
green	The relay assigned to the key is switched on.
off	The relay assigned to the key is switched off.

Number Memory and Busy Status Overview

Key for Exchange Line Selection and Busy Status Overview[17]

With a key correspondingly programmed an exchange line selection can be started. The LED near the key informs you on the corresponding S_0 port busy status.

Assign Key:



Menu

Open the key programming menu for the function “exchange line” (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[name]**: Allows to select the exchange line by its name.

Press the ✓ **softkey** to complete the settings.

Use Function via Key (only in the idle State of the Telephone):

By pressing the key an exchange line is selected. Then an external telephone number (without exchange line access number) can immediately be dialled.

LED Signalling next to the Key:

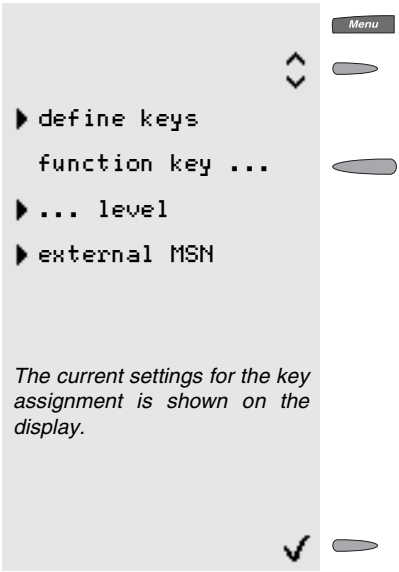
red	Both B channels of the S_0 port are busy.
yellow	One B channel is still available. By pressing the key you can allocate the still available connection.
off	The S_0 port is free. By pressing the key you can allocate one of both available connections.

[17] Only when operated on the PBX systems COMpact 2204 USB, COMpact 2206 USB, COMpact 4406 DSL, COMpact 4410 USB and COMmander Basic.
When operated on the PBX systems COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business see page 120.

Key for Presentation of a MSN[18]

With a correspondingly configured key you can select which MSN (own external telephone number) should be presented for an exchange line call. The selected MSN is used for the call started after the key is pressed.

Assign Key:



Open the key programming menu for the function “external MSN” (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[telephone number]**: Allows to enter an external telephone number of the PBX (without exchange line access number).
- **[name]**: Allows to enter a name for this telephone number.

Press the ✓ **softkey** to complete the settings.

Use Function via Key (only in the idle State of the Telephone):

By pressing the key is selected which MSN should be presented for the following external call. Now the call can be started by dialling an external telephone number (with exchange line access number).

LED Signalling next to the Key:

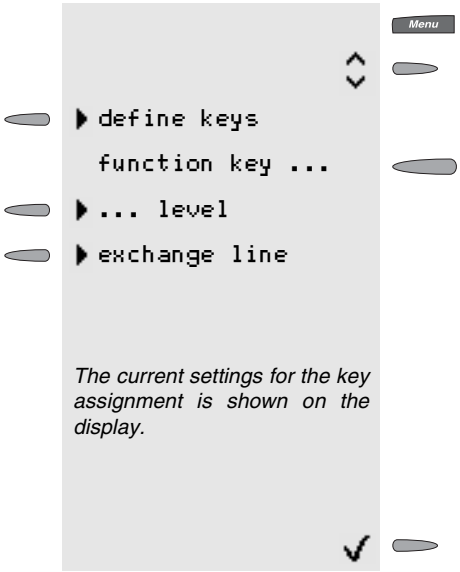
green	The MSN assigned to the key is presented for the next outbound external call.
off	The standard telephone number is presented for the next outbound call.

[18] Only when operated on the PBX systems COMpact 2204 USB, COMpact 2206 USB, COMpact 4406 DSL, COMpact 4410 USB and COMmander Basic.
When operated on the PBX systems COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business see page 120.

Key for Presentation of an MSN and Busy Status Overview[19]

With a key correspondingly configured a selection of the MSN (own external number) and a selection of the exchange line can be started. The LED near the key informs you on the corresponding S_0 port/bundle busy status.

Assign Key:



Open the key programming menu for the function “exchange line” (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[telephone number]**: Allows to enter an external telephone number of the PBX (without exchange line access number).
- **[Name]**: Allows to enter a name for the telephone number.

Press the ✓ **softkey** to complete the settings.

Use Function via Key (only in the idle State of the Telephone):

By pressing the key an exchange line is selected. Then an external telephone number (with exchange line access number) can immediately be dialled.

LED Signalling next to the Key:

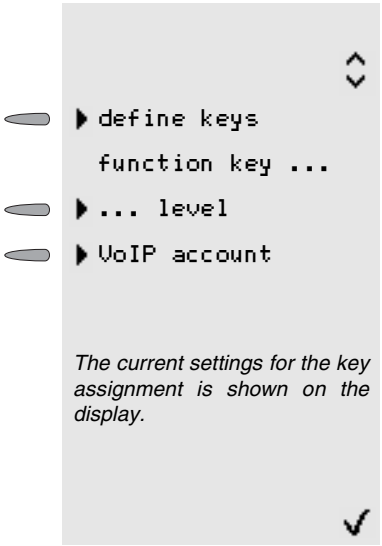
red	All B channels (usable voice lines) of the S_0 port/bundles are busy.
yellow	It is at least one B channel (usable connection) of the S_0 port/bundle available. By pressing the key you can allocate the still available connection.
off	S_0 port/bundle is free. By pressing the key you can allocate one of the free connections.

[19] Only when operated on the PBX systems COMpact 2204 USB, COMpact 2206 USB, COMpact 4406 DSL, COMpact 4410 USB and COMmander Basic.
When operated on the PBX systems COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business see page 118 and page 119.

Function Key to select a VoIP Account[20]

An external call can be started with a corresponding defined key via a certain VoIP account. The corresponding LEDs inform you about the current busy status.

Assign Key:



The current settings for the key assignment is shown on the display.

Open the key programming menu for the function “VoIP account” (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[telephone number]**: Allows to select a VoIP account by name/number.
- **[Name]**: Allows to enter a name for the VoIP account.

Press the ✓ **softkey** to complete the settings.

Use Function via Key:

By pressing the key a VoIP account is selected. Now the external telephone number (with exchange line access number) can be dialled immediately.

LED Signalling next to the Key:

red	VoIP access is busy (no call possible).
yellow	VoIP access is partially busy (at least one line of the VoIP access is still available). By pressing the key you can allocate the still available line.
off	VoIP access is free. By pressing the key you can allocate one free line.

[20] Only when operated on the PBX systems COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business.

Speed Dialling

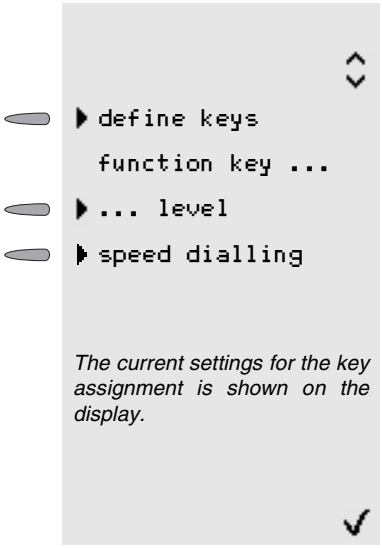
The speed dialling enables the configuration of a function key with up to 20 digits. The speed dialling key can be used to save internal and external telephone numbers as well as programming sequences of the PBX.

You have the possibility to press several speed dialling keys in turns in order to put parts of telephone numbers (e.g. provider area code) onto separate keys. These can be composed as you like it. If digits have already been entered or another speed dialling key has been pressed before, the exchange line access of the next speed dialling number will automatically be deleted by the telephone.[21] After having pressed the programmed key, the telephone number is immediately dialled – if the receiver is on-hook, the programmed telephone number will be copied into the dial preparation (page 52). If you press several speed dialling keys in turns, the assigned names will be displayed one after the other in the second display line.

Depending on the situation functions like Query (page 64), Pickup (page 48) or Call Takeover can be started via the speed dialling keys.

If you set speed dialling keys for internal subscribers, the corresponding LEDs will inform you on the busy or activity status of the individual subscriber.

Assign Key:



Open the key programming menu for the function “speed dialling” (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[telephone number]**: Allows to enter the speed dialling number.
- **[name]**: Allows to enter a name for the telephone number.

Press the ✓ **softkey** to complete the settings.

Use Function via Key:

In the idle state: By pressing the key the telephone number assigned to this key is copied into the dial preparation - also as an addition.

[21] Automatic deletion of the exchange line access numbers not when operated on the PBX systems COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business.

Exception: If the assigned telephone number is an internal telephone number and if this one is currently called, a pickup of this call is offered.

After picking up the receiver: By pressing the key the telephone number assigned to this key is dialled.

During the conversation: By pressing the key the active call partner is put on Hold and the telephone number assigned to this key is dialled.

LED Signalling next to the Key (with internal Subscribers' Telephone Numbers):

red (flashes)	The internal telephone is currently ringing. By pressing the key you can start a pickup.
red	The internal telephone is in a telephone conversation. By pressing the key you can start a Call Take-over.
green (flashes)	You have been called from the internal telephone and the call has not been accepted.
yellow	The internal telephone is not reachable (Do-not-Disturb or Subscriber Call Forwarding is active).
off	The internal telephone is not busy. By pressing the key you can start a call.

LED Signalling next to the Key (with internal Group Telephone Number):

red	Calls are made on all logged-in telephones or no telephone of the group is logged-in.

Advice

If you have assigned telephone numbers to speed dialling keys, these will automatically be added to the telephone book.

You can configure your telephone that after pressing a speed dialling key the corresponding telephone number is dialled immediately (see page 164).

Macro Key

The function "Macro" enables the assignment of a function key with digits and different sequential commands. The entry of commands is done with letters via keypad. In contrast to the entry of the names only the letters that represent a command are allowed during the macro entry. The following table shows which commands are available and which letter represents it.

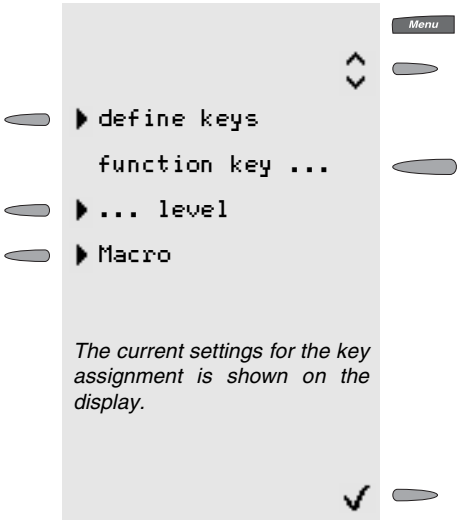
Command [expansion]	Description of the command
Z [order of the digit]	dialling of an order of digits including * and # (any length allowed)
W [digit 1-5]	waiting time/time of pause in a range of 1-5 seconds
K	switching to keypad
M	switching to DTMF
H	on hook/off hook with the hook key
C	waiting for the connection
Lo	LED next to the function key is switched off

Lr	LED next to the function key is switched on (red)
Ly	LED next to the function key is switched on (yellow)
Lg	LED next to the function key is switched on (green)

Example for a macro entry: "**HZ**300**CW**2**Z**#22#"

H	After pressing the macro key the telephone switches to handsfree operation.
Z300	The telephone dials the telephone number 300 (e.g. answering machine).
C	The telephone waits for the connection.
W2	After the connection has been established the telephone waits for another 2 seconds.
Z#22#	The telephone dials the DTMF digits #22#.

Assign Key:



The current settings for the key assignment is shown on the display.

Open the key programming menu for the function "Macro" (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[name]**: Allows to enter a name for the macro.
- **[macro]**: Allows to enter a macro.

Press the ✓ **softkey** to complete the settings.

Use Function via Key (only in the idle State of the Telephone):
If the command **H** (off hook/on hook with the hook key) is on the first place of the macro, the programmed macro is executed immediately by pressing the key. If not, the start of the macro execution has to be confirmed first.

LED Signalling next to the Key:
Depends on the use of the commands Lo, Lg, Lr and Ly.

Important

Up to 10 keys with a maximum of 100 digits/characters can be defined. An unrestricted number of keys with a maximum of 40 digits/character can be configured.

The status of the LED remains after the execution of a macro - until the next command Lo, Lg, Lr or Ly for the same key. If the LED is not used to display a status, it is recommended to add the command Lo (switch off the LED) at the end of a macro.

At the beginning of a macro no pauses can be entered.

The maximum length of the pause may be 5 seconds. This restriction is not valid for the command "wait for a connection".

Advice

If there is a macro on both levels of a function key, the LED control will also be done by the macro on the second level. This enables e.g. to switch on the LED with the macro on the first level of the key and to switch off the LED with the macro on the second level of the key. This way the switching status of a parallel switched function can be reviewed by the LED.

*The execution of a macro can be cancelled at any time by pressing the **Exit key**.*

The display is configurable during the execution (page 162).

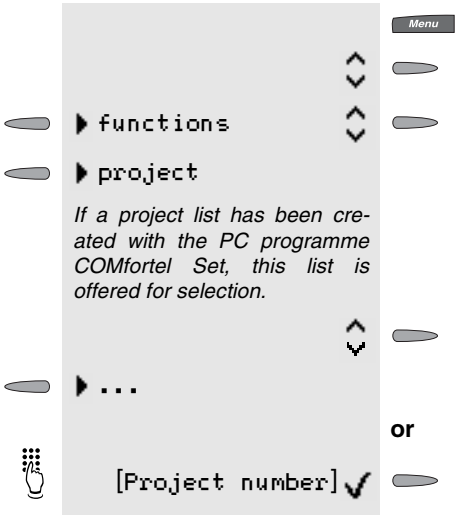
The execution of a macro is immediately stopped if an outbound call finds a busy destination or if the current connection gets busy. This may happen e.g. if the other partner finishes the call or if there is a programming sequence in the macro without authorization.

Project Assignment

The exchange line access with project assignment enables the assignment of an external call to a certain project/customer/client (e.g. within a lawyer's office). With the call data management fees and time expenses can be assigned to different projects. A project number can be selected in an ongoing call or also before the call by opening the second menu level.

With the PC programme *COMfort Set* a list of project numbers to be used can be configured. If there is no list, the number (2- to 6-digit) has to be entered during the project allocation. This number is not saved in the list.

Use the Function via Function Menu:



Open the function menu for the function "project" (You will find help on page 33 and the following).

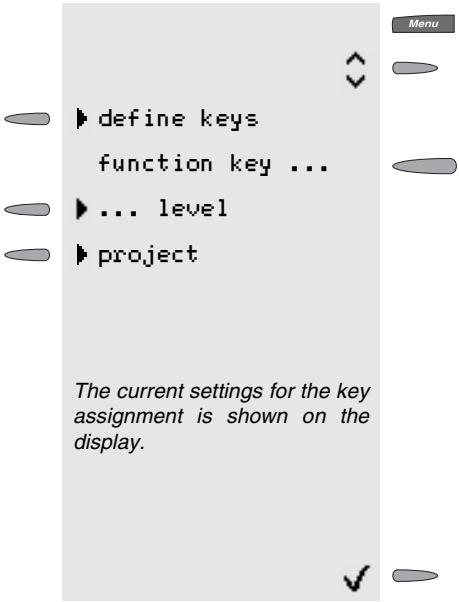
Use the ^ and v **softkeys** to browse to the option you require and press the ▸ **softkey** to the left of the option:

- **[name/number]**: Selects a project by its name/number.

Enter the **project number**.

Press the ✓ **softkey** to complete the entry.

Assign Key:



The current settings for the key assignment is shown on the display.

Open the key programming menu for the function “project” (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[general/defined]**: Switches from general to defined assignment.
- **[project number]**: Allows to enter a two-digit to 6-digit project number.
- **[name]**: Allows to enter a name for the project number.

Press the ✓ **softkey** to complete the settings.

Use Function via Key:

Generally assigned key: By pressing the key the function menu “Project number” (s. a.) opens.

Defined assigned key: Pressing the key defines which project number is assigned to the following external call. Then the call can be started by dialling an external telephone number (with public exchange access number).

LED Signalling next to the Key:

green	The project number assigned to the key is active to the next outbound external call.
off	The next outbound call is not assigned to any project.

Advice

You can also call the function menu for “Project number” via the 2nd level of the idle state (see Pic. 9 on page 32).

You can also assign a project number during a call. This is possible by pressing a defined key or by selecting the function in the bottom display line (see Pic. 21 on page 62).

If you like to enter a project number for the next outbound call and if you are receiving a call before this call is started, the project number will be cancelled by the telephone.

Announcement/Intercom via System Telephone (InterCom)

This function enables the announcement to a system telephone from any internal telephone without actively being taken by anyone (e.g. in a doctor's office). The caller can also order the system telephone to activate the microphone additionally to the loudspeaker (handsfree operation). A person who is nearby is able to talk to the caller via this two-way intercom system.

For inbound InterCom calls InterCom has to be permitted on the corresponding system telephone (see page 127).

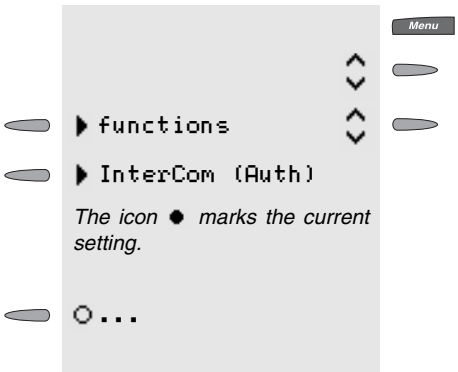
If your system telephone is called with the InterCom function, the system telephone takes the "call" automatically after a short ringer tone. The announcement or the handsfree operation is limited to 120 seconds for security reasons to prevent an abuse of this function (e.g. eavesdropping in remote rooms). After this time the connection will be interrupted automatically if the receiver of the system telephone is not picked up within this time frame.

For outbound InterCom calls to other system telephones a key can be defined on the system telephone to simplify the function. But the function can also be done from any other internal telephone. The telephone number of the called system telephone has to be preceded by a digit sequence (see manual of the PBX).

Permit inbound InterCom Calls to the System Telephone (InterCom Authorization)

The function must be permitted on the corresponding system telephone (via configuration programme *COMset* or on the telephone itself).

Use the "InterCom Authorization" via Function Menu:

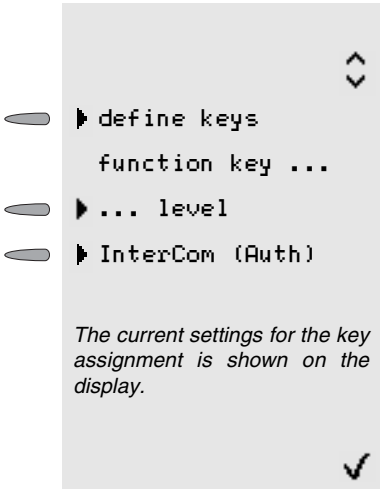


Open the function menu for the function "InterCom (Auth)" (You will find help on page 33 and the following).

Press the ○ **softkey** to the left of the option you require:

- **activating**: Switch on the InterCom authorization.
- **switching off**: Switch off the InterCom authorization.

Assign a Key with the Function “InterCom Authorization”:



The current settings for the key assignment is shown on the display.

Menu

Open the key programming menu for the function “InterCom (Auth)” (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[switching type]**: Enables the assignment with switch on, off or over.

Press the ✓ **softkey** to complete the settings.

Use the Function “InterCom Authorization” via Key:
By pressing the key the InterCom Authorization is switched on, off or over.

LED Signalling next to the Key “InterCom Authorization”:

green	The InterCom authorization is switched on.
off	The InterCom authorization is switched off.

Outbound InterCom Calls with the System Telephone

For outbound InterCom Calls to other system telephones a key can be assigned on the system telephone to simplify the function.

Assign a Key with the Function “InterCom”:

Open the key programming menu for the function “InterCom” (You will find help on page 33 and the following).

Use the ^ and v **softkeys** to browse to the option you require and press the ▸ **softkey** to the left of the option:

- **Audio out:** (see page 130).
- **IC-OneWay**: Assign a key with the function “InterCom Announcement”.
- **IC-Speakerphone**: Assign a key with the function “InterCom handsfree operation”.

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[telephone number]**: Allows to enter an internal target number.
- **[name]**: Allows to enter a name for the target.
- **[execution type]**: Enables the assignment with hold key and switch over.

Press the ✓ **softkey** to complete the settings.

Use the Function “InterCom” via Key (only during the idle State of the Telephone):

By pressing the key the configured internal subscriber is called and the defined mode of the InterCom call - announcement or handsfree operation - is started. Depending on the defined mode of switching you have to hold the key during the announcement (as soon as you release the key again, the call will be disconnected) or switched over by shortly pressing the key (the key is pressed at the start once and at the end once).

LED Signalling next to the Key “InterCom”:

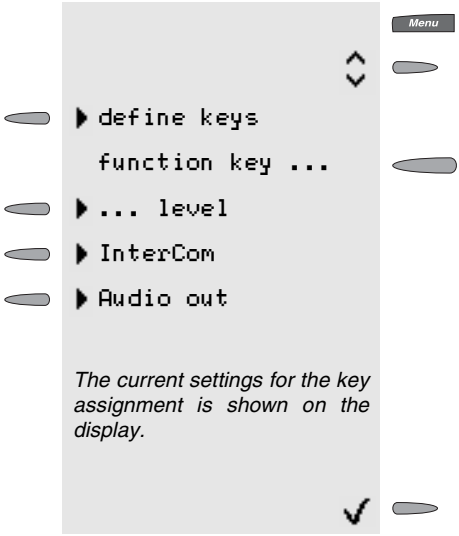
green	Connection to the InterCom target established
off	No active connection to the InterCom target

Announcement via Loudspeaker[22]

This function enables an announcement via loudspeaker system or an amplified loudspeaker connected to the audio output of the PBX (e.g. in a department store/supermarket). A previously configured telephone number has to be called by an internal telephone. The voice connection is immediately established after dialling this telephone number.

The telephone number for the audio output as well as the necessary announcement authorization for individual telephones can be configured with the configuration programme *COMset*. For calls to the audio output a key can be assigned on the system telephone to simplify the function. The function can also be made from any internal telephone with the corresponding authorization. For this purpose a certain digit order is necessary (see manual of the PBX).

Assign a Key with the Function:



The current settings for the key assignment is shown on the display.

Open the key programming menu for the function “InterCom Audio out” (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[execution type]**: Enables the assignment with hold key or switch over.

Press the ✓ **softkey** to complete the settings.

Use Function via Key (only in the idle State of the Telephone):

By pressing the key the configured audio output is called. Depending on the defined execution type you have to hold the key during the announcement (as soon as the key is released, the connection will be finished) or switch over by shortly pressing the key (the key is pressed at the start once and at the end once).

LED Signalling next to the Key:

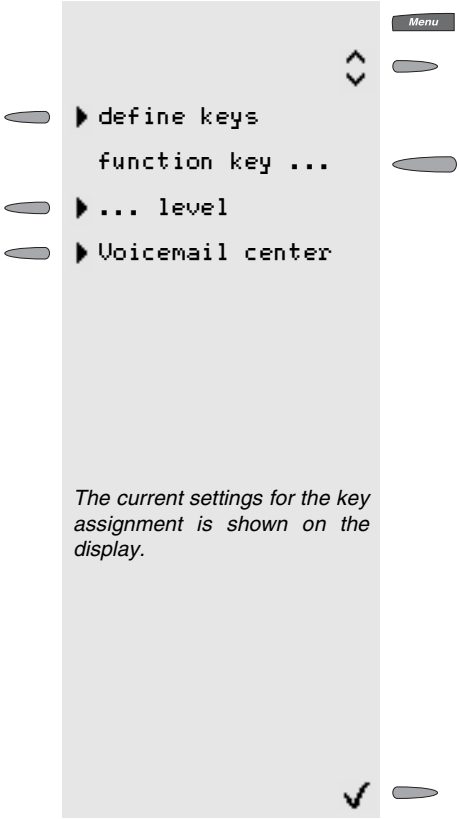
green	Connection to the InterCom target established
off	No active connection to the InterCom target

[22] *COMpact 5010/5020 VoIP* and *COMmander Basic/Basic.2/Business*: Announcement/Audio out function only available with a door/switching module.
COMpact 4410 USB: If a door/switching module is used in slot C the announcement function is not available.

Control the Voicemail Centre 461/461.2

If you have one or several Voicemail Centre 461/461.2 (special accessory by Auerswald) connected to your PBX, the interrogation/operation of the available mailboxes on the device can be made via the second level (**softkey** ◊2) or a freely programmable function key of a system telephone.

Assign Key:



Open the key programming menu for the function “Voicemail centre” (You will find help on page 33 and the following).

The current settings for the key assignment is shown on the display.

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[general/defined]**: Switches from general to defined assignment.
- **[telephone number]**: Allows to select a Voicemail Centre 461/461.2 by its name/its number.
- **[name]**: Allows to enter a new name for the Voicemail Centre 461/461.2.
- **[mailbox type]**: Switches between global mailbox and individual mailbox.
- **[subscriber]**: Allows to select the subscriber assigned to the individual mailbox br its name/number.
- **[remote access code]**: Allows to enter the remote access code of the mailbox.

Press the ✓ **softkey** to complete the settings.

Use Function via Key (only in the idle State of the Telephone):

Generally assigned key: By pressing the key the menu for the selection between global mailbox or single mailbox opens. After selecting the mailbox followed by the entry of the corresponding remote access code and picking up the receiver, you will be connected with the configured Voicemail Centre 461/461.2. If there are new recordings, they will be played back immediately. With the softkeys you can control the Voicemail Centre 461/461.2.

Defined assigned key: By pressing the key followed by picking up the receiver, you will be connected with the configured Voicemail Centre 461/461.2. If there are new recordings, they will be played back immediately. With the softkeys you can control the Voicemail Centre 461/461.2.

During a connection with the Voicemail Centre 461/461.2: By pressing the key you can take-over the call.

LED Signalling next to the Key:

red (flashes)	Voicemail Centre 461/461.2 is called.
red	Voicemail Centre 461/461.2 has accepted the call. By pressing the key you can take the call over.
green (flashes)	There are new recordings (in case of a defined keys only for the preconfigured mailbox; in case of a general key for all mailboxes).
green	There are old recordings (in case of a defined keys only for preconfigured mailbox; in case of a general key for all mailboxes).

Important

The complete description of the installation and operation can be learned from the following manuals: For the Voicemail Centre 461.2 the "Manual for Operation with Auerswald PBX systems" or for the Voicemail Centre 461 from the corresponding "Operation Manual".

Advice

Compared with the Voicemail Centre 461, the Voicemail Centre 461.2 supports a quicker remote access. If you like to operate a Voicemail Centre 461.2 with the telephone, you can activate the quicker remote access (see page 158).

*When selecting an **individual mailbox** you have to use the remote access code entered at the following location: in Voicemail Centre 461.2 under **create mailboxes** ▶ **...mailbox** ▶ **remote access** or in Voicemail Centre 461 under **mailboxes** ▶ **remote access code**.*

*When selecting **global mailbox** you have to use the remote access codes entered at the following location: in Voicemail Centre 461.2 under **settings** ▶ **remote access** ▶ **remote access code** or in Voicemail Centre 461 under **settings** ▶ **remote access code**.*

Group Functions of the PBX

The PBX is able to manage groups (teams) additionally to the internal subscribers. Subscribers can be members of multiple groups. These groups can be used in order to reach the internal subscribers of certain departments (e.g. support, marketing, sales).

Your membership in a group does not mean that you are always called when your group is called. If you do not like to be reachable via the group telephone number for a certain time but only as an individual subscriber, you will be able to “log out” of this group.

This way there are active and passive members of the group. This function can be important for members of service or call centres who do not like to be available for their customers around the clock. Group functionality is not available for a subscriber that is logged out, but only for a certain period. There are three different modes to log you in:

- 1st inbound + outbound, 2nd only inbound, 3rd only outbound

A subscriber which is member of several groups can be only be “logged in outbound” in one single group at the same time. If he likes to get also the calls of the other groups in this case, he will be able to log in there as “inbound”. Therefore he will be in the call distribution of more groups for internal -, public exchange - and door calls.

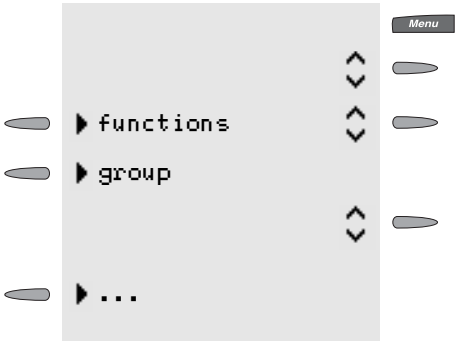
With “log in outbound” into a certain group, the subscriber gets a number of features/authorizations of the group which will replace his own features/authorizations as an individual subscriber in case of outbound business calls.

If you are configured to be only member of one single group you will be able to log in/out only as a member of one group. This is the simple case, most often used! If you are member of several groups, nevertheless you will only be allowed to be “logged in outbound” in one group. If you try to “log in outbound” into different groups, you will be only “logged in outbound” in the last group tried. In the other groups you will only be “logged in inbound”.

Log out/Log in with the Telephone

In the menu of the telephone all groups with a membership of the telephone are offered for log in or out.

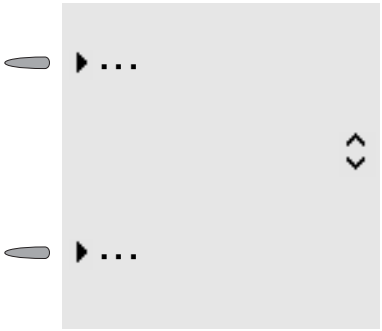
Use the Function via Function Menu:



Open the function menu for the function “group” (You will find help on page 33 and the following).

Use the ^ and v **softkeys** to browse to the option you require and press the ▸ **softkey** to the left of the option:

- **[name/number]**: Select a group by its name/its number.



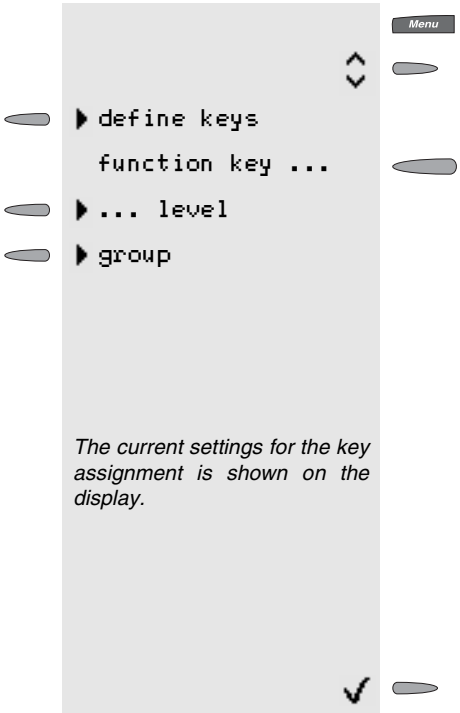
Press the ▸ **softkey** to the left of the option you require:

- **logging in**: Log the telephone into a group.
- **log out**: Log the telephone out of a group.

Use the ^ and v **softkeys** to browse to the option you require and press the ▸ **softkey** to the left of the option:

- **outbound**: Select the call mode outbound.
- **inbound**: Select the call mode inbound.
- **inbnd. & outbnd.**: Select the call mode inbound and outbound.

Assign Key:



Open the key programming menu for the function “group” (You will find help on page 33 and the following).

The current settings for the key assignment is shown on the display.

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[general/defined]**: Switches over from general to defined assignment.
- **[telephone number]**: Allows to select the group by its name/number.
- **[name]**: Allows to enter a name for the group.
- **[action]**: Allows the assignment with log in, log out or log over.
- **[direction]**: Allows the assignment with inbound, outbound or inbound & outbound.

Press the ✓ **softkey** to complete the settings.

Use Function via Key:
By pressing the key the telephone is logged in or out of the group configured for the key.

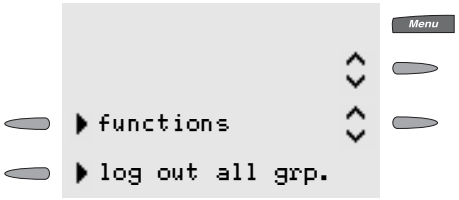
LED Signalling next to the Key:

green	The telephone is logged into the group.
off	The telephone is logged out of the group.

Log the Telephone out of all Groups

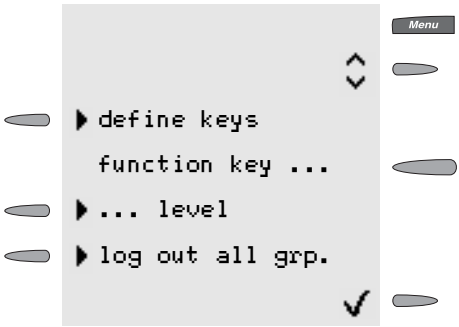
If the telephone is logged into several groups at the same time, it can be logged out of all of these groups at the same time.

Use the Function via Function Menu:



Open the function menu for the function “log out all groups” (You will find help on page 33 and the following).

Assign Key:



Open the key programming menu for the function “log out all groups” (You will find help on page 33 and the following).

Press the ✓ **softkey** to complete the settings.

Use Function via Key:
By pressing the key the telephone is logged out of all groups.

LED Signalling next to the Key:
none

Switch on/off Announcement before Answering [23]

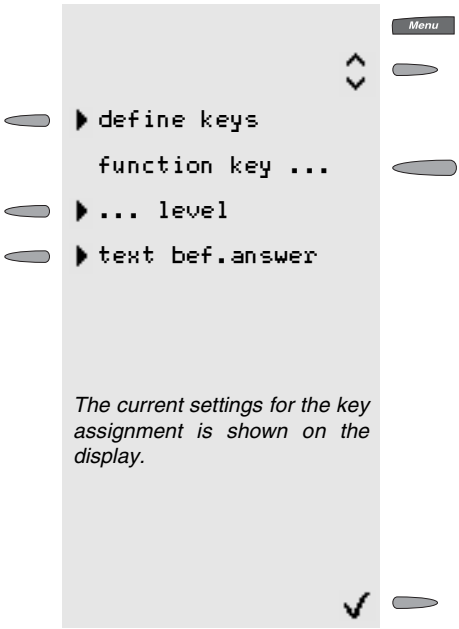
Announcement before Answering allows to play a greeting to the caller before accepting the call. If a called partner does not take the receiver when it starts ringing (within 5-24 seconds), the call is taken by the PBX (charges will accrue for the external caller). The external caller hears an announcement (e.g. with information about the company) while the telephones continue to ring. As soon as one of the called partner picks up the receiver, he will be connected to the external caller.

The activation of the function is separately done for each external telephone number.

[23] Only available when operated the PBX systems COMpact 4406 DSL, COMpact 4410 USB and COMmander Basic.

You can store the Announcement before Answering as WAV file in the PBX or record it via telephone (see manual of the PBX).

Assign Key:



Open the key programming menu for the function “text before answering” (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[telephone number]**: Allows to enter an external telephone number (without exchange line access number).
- **[name]**: Allows to enter a name for this telephone number.
- **[switching type]**: Enables the assignment with switch on, off or over.

Press the ✓ **softkey** to complete the settings.

Use Function via Key (only in the idle State of the Telephone):
By pressing the key Announcement before Answering is switched on, off or over for the defined telephone number.

LED Signalling next to the Key:

green	Announcement before Answering is switched on for the defined telephone number.
off	Announcement before Answering is switched off for the defined telephone number.

Switch on/off Announcement before Answering for a Group[24]

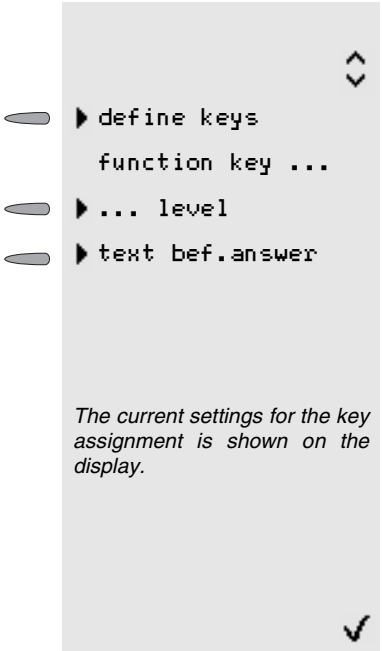
In case of external calls announcement before Answering allows to play a greeting to the caller before accepting the call (charges will accrue for the external caller). If all group members are busy, the caller is put into the Waiting loop after the announcement. The activation of the function is separately done for each group in two possible variants:

[24] Only available for the operation on the PBX COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business.

- on busy (The caller only hears the announcement, if all members of the group are busy.)
- always (The caller always hears the announcement.)

You can configure in the configuration manager of the PBX if the telephones should ring already during the announcement for the variant “always” and if the caller should hear the Music on Hold after the announcement. Besides this one of ten Announcement before Answering files have to be selected for the group. You can store the Announcement before Answering as WAV files in the PBX or record it via telephone (see manual of the PBX).

Assign Key:



The current settings for the key assignment is shown on the display.

Open the key programming menu for the function “text before answering” (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[telephone number]**: Allows to select the group by its name/number.
- **[name]**: Allows to enter a name for the group.
- **[switching type]**: Allows the assignment with switch off, switch on (on busy), switch on (always), switch over (on busy) or switch over (always).

Press the ✓ **softkey** to complete the settings.

Use Function via Key (only in the idle State of the Telephone):

By pressing the key Announcement before Answering (“on busy” or “always”) for the defined group is switched on, off or over.

LED Signalling next to the Key:

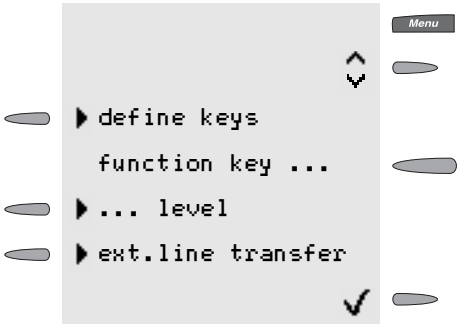
green	Announcement before Answering is switched on for the defined group.
off	Announcement before Answering is switched off for the defined group.

Transfer of an Exchange Line Access[25]

An authorized telephone e.g. the telephone reception can assign another internal telephone with the exchange line authorization needed for an outbound call for a short period of time. This makes sense e.g. if this telephone is in a public room and if it is only used for external calls by an employee from time to time. So if an external call has to be made from this telephone, an internal call has to be started to a telephone that is authorized to transfer the exchange line access. After pressing the function key “ext. line transfer” at the telephone authorized for the transfer, both internal subscribers hear the confirmation tone and the internal call has to be finished.

The calling telephone owns the exchange line settings now configured for this purpose in the PBX. These exchange line settings exist until the first successful outbound external call or until the time limit for starting the external call expires.

Assign Key:



Open the key programming menu for the function “ext. line transfer” (You will find help on page 33 and the following).

Press the ✓ **softkey** to complete the settings.

Use the Function on the transferring Telephone via Key:
By pressing the function key in an inbound internal call the call partner receives the exchange line authorization. Both internal subscribers hear the confirmation tone and the internal call has to be finished.

LED Signalling next to the Key:
none

Important

The transferring telephone needs for the transfer of an exchange line itself the authorization “Transfer of external calls to external”.

The calling telephone needs at least the exchange line authorization access for inbound external calls.

Advice

The configuration of the function “Transfer of an exchange line access” is made in the configuration programme of the PBX.

[25] Only available when operated on the PBX systems COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business.

Boss/Secretary Function

This function protects the boss' telephone against direct calls by forwarding them to the secretary. The essential difference in comparison with the call forwarding is the fact that the boss' telephone can still be called by the secretary's telephone and the secretary can transfer important calls to the boss' telephone.

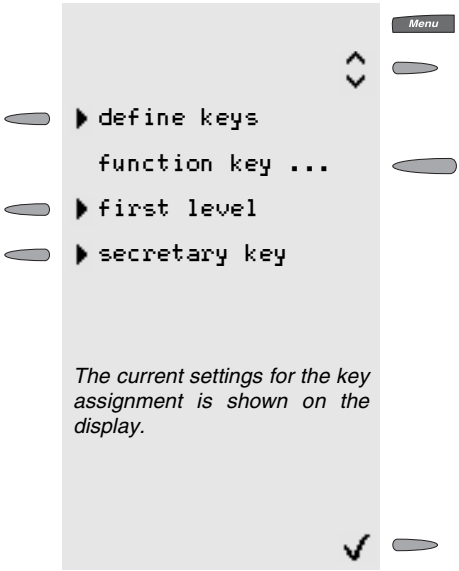
To be able to use the function matching keys have to be configured on the boss and on the secretary telephone.

Advice

Both key types cannot be configured at the same time. So one telephone cannot be boss and secretary telephone at the same time.

Configure and operate the Function on the Boss Telephone

Assign a Key on the Boss Telephone:



Open the key programming menu for the function "secretary key" (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[telephone number]**: Allows to select an internal telephone number of the PBX as secretary telephone.
- **[name]**: Allows to enter a name for the telephone number.

Press the ✓ **softkey** to complete the settings.

Use the Function via Secretary Key on the Boss Telephone:

In the idle state: By pressing the key the boss/secretary function is switched on or off for the secretary telephone configured on the key. After the activation all internal and external calls (also Call Through) as well as the door calls and queries started by the call partner are forwarded to the corresponding secretary telephone.

Inbound call: Forwarded calls are shown on the display of the boss telephone and can be taken by pressing the secretary key (pickup).

LED Signalling next to the Secretary Key:

red (flashing)	A call is forwarded to the corresponding secretary. By pressing the key you can start a pickup.
red	The corresponding secretary is not reachable. A caller is hearing the busy tone now, unless Call Waiting is activated at the secretaries telephone. If the boss/secretary function is also switched on for additional telephones, the call is forwarded to these.
green	The boss/secretary function is activated. On the secretary telephone nobody is talking. By pressing the key the boss/secretary function can be switched off.
off	The boss/secretary function is switched off. By pressing the key the boss/secretary function can be switched on.

Advice

To identify a call from the secretary can by the ringer melody, the secretaries number can be entered into the telephone book of the boss telephone with the PC programme COMfortel Set and assigned with a special ringer melody.

Important

On a telephone a maximum of five secretary keys are possible.[26]

The configuration of the function is only possible on the first level of the keys.

The function can only be switched on at the boss' telephone if the corresponding boss key was configured on the secretary telephone. If the LED glows red instead of green, the secretary is currently talking. The function is nevertheless activated.

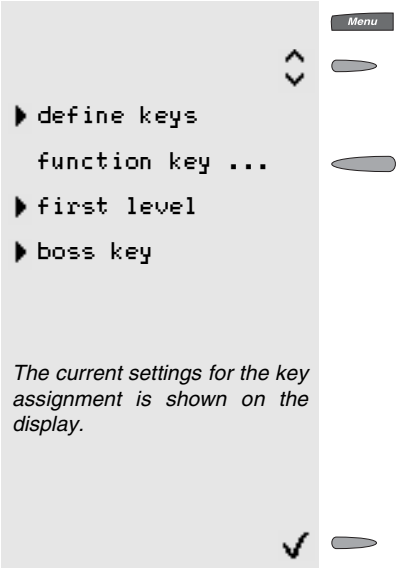
Alarm, Schedule, InterCom (if allowed) and Wake-up calls as well as recalls started on the boss' telephone will not be forwarded when the function is activated. The same is the case for recalls after a PBX firmware update and for re-transfers after transfers from the boss' telephone.

The activated Boss/Secretary function has the first priority over Do-not-Disturb (is also valid for an active Robinson function) and Subscriber Call Forwarding on the boss' telephone. Inbound calls will be forwarded to the secretariat. On the other hand a call from the secretary to the boss' telephone will be forwarded by an existing Call Forwarding or get a Busy in case of an active Do-not-Disturb.

[26] When operated on the PBX systems COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business only one secretary key is possible. Several secretary telephones have to be combined into one group.

Use the Function on the Secretary Telephone

Assign a Key on the Secretary Telephone:



The current settings for the key assignment is shown on the display.

Open the key programming menu for the function “boss key” (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[telephone number]**: Allows to select an internal telephone number of the PBX as boss telephone.
- **[name]**: Allows to enter a name for the telephone number.

Press the ✓ **softkey** to complete the settings.

Use the Function via Boss Key on the Secretary Telephone:

If a forwarded call on the secretary telephone is accepted on the telephone, the call can be treated as usual. If there are several boss keys, the LED blinking in red next to the boss key indicates the corresponding boss telephone.

By pressing the boss key a call or a query can be started to the boss telephone.

LED Signalling next to the Boss Key:

red (blinking)	The inbound call was forwarded by the corresponding boss telephone. By pressing the key a query to the boss telephone can be started.
green	The boss/secretary function is switched on.
off	The boss/secretary function is switched off.

Advice

On the secretaries telephone the configuration of a speed dialling key with the boss´ telephone number in addition to the Boss key makes sense to be informed about the busy status.

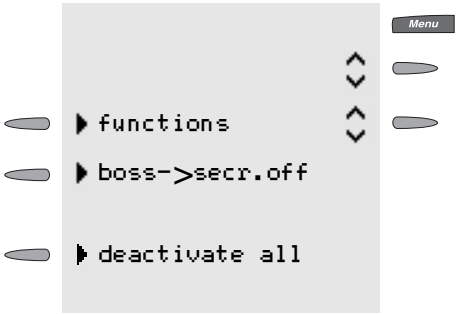
Important

On a telephone a maximum of five boss keys are possible.
The configuration of the function is only possible on the first level of the keys.

Switch off Boss/Secretary Function for all Secretary Telephones at the same Time[27]

With this function the boss/secretary function can also switched off for several secretary telephones at the same time without pressing all secretary keys individually.

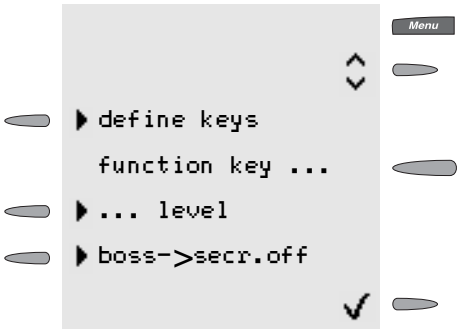
Use the Function via Function Menu (only on the Boss Telephone):



Open the function menu for the function “boss->secretary off” (You will find help on page 33 and the following).

Press the ▸ **softkey** to the left of the option **deactivate all** to switch off the boss-secretary function for several secretary telephones on the boss telephone

Assign Key (only on the Boss Telephone):



Open the key programming menu for the function “boss->secretary off” (You will find help on page 33 and the following).

Press the ✓ **softkey** to complete the settings.

Use Function via Key:
By pressing the key all boss-secretary functions activated on the boss telephone are switched off.

LED Signalling next to the Key:
none

[27] Only available when operated on the PBX systems COMpact 2204 USB, COMpact 2206 USB, COMpact 4406 DSL, COMpact 4410 USB and COMmander Basic. When operated on the PBX systems COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business only one secretary key is available.

Waiting Field

The Auerswald PBX systems COMpact 4406 DSL, COMpact 4410 USB, COMpact 5020 VoIP, COMmander Basic (19"), COMmander Basic.2 (19") and COMmander Business (19") enable the configuration of **one** Waiting Field. In this Waiting Field callers can be parked automatically[28] or by pressing a key and then they can be retrieved selectively and transferred. The configuration of the Waiting Field is made with the configuration programme/manager (COMset) of the PBX. Consult the manual of the PBX.

The operation of the Waiting Field is done via one or serval[29] Waiting Fields reception telephones. System telephones COMfortel 1500/2500 as well as COMfort 2000 plus can be selected as Waiting Field receptions and configured as follows:

- Select one or several [29)] system telephones as Waiting Field receptions with the configuration programme/manager (COMset) of the PBX. Consult the manual of the PBX.
- To configure the Waiting Field receptions, assign one or several keys with the function “Waiting Field” on each Waiting Field reception (see chapter *Accept External Calls in the Waiting Field* on page 144 and chapter *Accept internal Calls in the Waiting Field* on page 146).

After configuring a Waiting Field key on a system telephone the function “Waiting Field reception” is automatically activated for the corresponding system telephone and can be switched on and off if necessary.

If several system telephones have been defined as Waiting Field receptions [29)] and switched on, several members can operate the Waiting Field in parallel. Inbound calls and waiting callers are signalled on all Waiting Field receptions. But if any Waiting field reception talks with a caller, this caller is not signalled on the other Waiting Field receptions.

Advice

If a caller is put into the Waiting Field, he will hear the Announcement before Answering [30] and later the Music on Hold.

A caller is on Hold in the Waiting Field for a maximum of 16 minutes without interruption. If the waiting time is not interrupted by a conversation with the waiting party or transferred, the caller will be disconnected.

You are remembered about the still waiting subscriber by a short tone once a minute.

[28] The automatic acception of a caller is only possible when operated on the PBX systems COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business (depending on the setting on busy or on no reply).

[29] When operated on the PBX systems COMpact 4410 USB and COMpact 4406 DSL a maximum of 1 Waiting Field reception can be defined for the operation of the Waiting Field, when operated on the PBX system COMmander Basic a maximum of 4 Waiting Field receptions. When operated on the PBX systems COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business a group has to be defined for the operation of the Waiting Field with several Waiting Field receptions. This way the quantity is only restricted by the number of possible group members.

[30] When operated on the PBX systems COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business the use of Announcement before Answering can be configured individually and therefore e.g. can be played before the ringing.

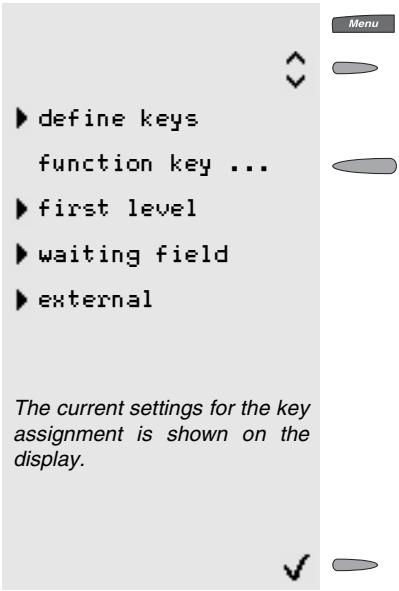
Accept External Calls in the Waiting Field

Waiting Field keys have to be programmed on the Waiting Field receptions selected for the operation of the Waiting Field to control and handle exchange line calls. During the configuration each Waiting Field key is assigned to one S_0 port/bundle[31]. After selecting the bundle the keys are allocated dynamically. This offers the option to adapt the number of keys for each S_0 port and for the S_{2M} port to the number of parallel calls to be handled.

If calls come in via a S_0 port/a bundle, they will show up on the corresponding free keys. If there are more calls via a S_0 port/a bundle than there are keys, they are only visible if a key gets available.

The number of the possible Waiting Field keys depends on the number of existing external lines/B channels and therefore on the possible maximum number of parallel callers.[32]

Assign a Key on the Waiting Field Reception:[33]



Open the key programming menu for the function “waiting field external” (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[telephone number]**: Allows to select the external S_0 port/bundle.
- **[B channel]**: Allows to select the B channel 1 or 2. [33)]

Press the ✓ **softkey** to complete the settings.

[31] When operated on the PBX systems COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business the bundle may be one S_0 port, several bundled S_0 ports, one S_{2M} port (not COMpact 5020 VoIP) or a VoIP account.

[32] When operated on the PBX systems COMmander Basic, COMpact 4410 USB and COMpact 4406 DSL 2 keys per S_0 port may be defined, that means a maximum of 8 keys for the COMmander Basic. When operation on the PBX systems COMpact 5020 VoIP and COMmander Basic.2/Business 2 keys per S_0 port, 30 keys per S_{2M} port and 1 key for the VoIP access may be defined, that means a maximum of 39 keys on the COMmander Business and a maximum of 35 keys on the COMmander Basic.2.

[33] When operated on the PBX systems COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business the selection of the B channel is not necessary.

Use Function via Key:

By pressing the key the caller signalled on the key can be put into the Waiting Field or a connection with the caller can be done from the Waiting Field. The reaction after pressing the key depends on the actual status - shown via the LED next to the key. Consult the following description of the LED signalization:

LED Signalling next to the Key "Waiting Field external":

green	There is a connection with an external subscriber. Information on the call partner are shown on the display. (If additional Waiting Field Receptions are activated, the call partner is not signalled at these.) By pressing the key once, the call partner can be put into the Waiting Field.
yellow	An external subscriber is still in the Waiting Field. Information on the waiting caller are shown on the display. (If additional Waiting Field Receptions are activated, the LED glows red for these.) By pressing the key once, a connection to the waiting caller can be established.
red	An external subscriber is kept in the Waiting Field. By pressing the key once, information on the waiting caller can be shown on the display – if there is no call/conversation.
yellow (flashing)	An external subscriber is calling. Information on the caller are shown on the display. The caller can be put into the Waiting Field by pressing the key once. A connection to the caller can be established by pressing the key twice (double click).
red (flashing)	An external subscriber is calling. By pressing the key once, the caller can be put into the Waiting Field.

Important

The function Waiting Field can only be configured for the first level of the keys. The second level will be deactivated then. If there has already been a function on the second level, this will be deleted.

Advice

If a caller is put into the Waiting Field by pressing the Waiting Field key, the LED next to the key glows yellow. If a caller is put into the Waiting Field automatically[34] or by another Waiting Field Reception, the LED glows red then.

You can transfer an external subscriber in the Waiting Field to an internal target as usual (see page 64). If the called person is busy, the external subscriber can be put into the Waiting Loop of the called subscriber (see page 65). If the called person does not take the call, the external subscriber falls back into the Waiting Field. This is signalled via a signal tone - if activated (see page 168).

If there is nobody in the Waiting Field, you can start calls as usual. As long as information on a waiting caller is available in the display (LED glows yellow), some keys are without function. If you pick up the receiver, you are connected to the waiting caller. You can prevent this by

[34] The automatic acception of a caller is only possible when operating on the PBX systems COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business (depending on the setting immediately, time delayed or on busy.

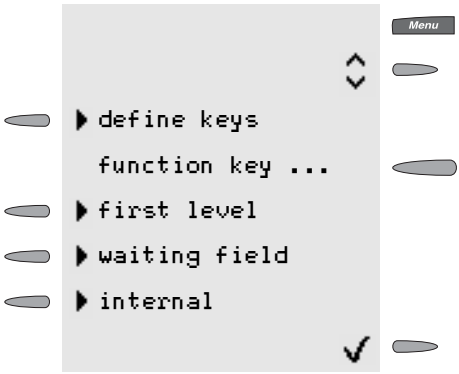
pressing the exit key. The LED glows red now and the display is in the idle state. Now you can start a call as usual (e.g. select a telephone number from the telephone book.

In case of ongoing conversations inbound public exchange line calls will be signalled with flashing LEDs and additionally with an advice tone - if activated (see page 168). In case of several active Waiting Field receptions a caller put into the Waiting Field is also signalled via a signal tone to the other Waiting Field receptions.

Accept internal Calls in the Waiting Field[35]

An internal Waiting Field key can be defined to put a single internal call (also emergency calls and door calls) on hold.

Assign a Key on the Waiting Field Reception:



Open the key programming menu for the function “waiting field internal” (You will find help on page 33 and the following).

Press the ✓ **softkey** to complete the settings.

Use the Function “waiting field internal” via Key:

By pressing the key the internal caller can be put into the Waiting field or a connection can be established with the caller in the Waiting Field. The function of the key depends on the current status - displayed by the LED next to the key. Consult the description of the LED signalling in the following.

LED Signalling next to the Key “waiting field internal”:

green — There is a connection with an internal subscriber. Information on the call partner are shown on the display.

(If additional Waiting Field Receptions are activated, the call partner is not signalled to these)

By pressing the key once, the call partner can be put into the Waiting Field.

[35] An internal waiting Field key is only available when operated on the PBX systems COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business. When operated on the PBX systems COMmander Basic, COMpact 4410 USB and COMpact 4406 DSL internal calls, emergency calls and door terminal calls to the Waiting Field reception are only possible if there is no external caller in the Waiting Field.

yellow	An internal subscriber is on Hold in the Waiting Field. Information on the waiting caller are shown on the display. (If additional Waiting Field Receptions are activated, the waiting call is not signalled to these) By pressing the key once, a connection is established to the waiting caller.
red	An internal subscriber is on Hold in the Waiting Field. (If additional Waiting Field Receptions are activated, the waiting caller is not signalled to these.) By pressing the key once, information on the waiting caller are shown on the display - unless there is no call/conversation.
yellow (flashes)	An internal subscriber calls. Information on the caller are shown on the display. By pressing the key once, the caller can be put into the Waiting Field. By pressing the key twice (double click), a connection to the caller can be established.
red (flashes)	An internal subscriber calls. By pressing the key once, the caller can be put into the Waiting Field.

Important

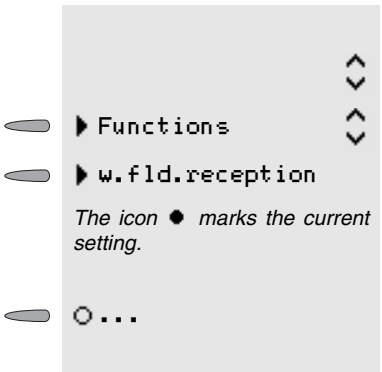
A maximum of one internal Waiting Field key is possible per telephone.

The function Waiting Field can only be configured for the first level of the keys. The second level will be deactivated then. If there has already been a function on the second level, this will be deleted.

Activate/Deactivate Waiting Field Reception

After the activation of one or several Waiting Field receptions calls in the Waiting Field are signalled on the Waiting Field keys of the activated Waiting Field receptions. If all Waiting Field receptions are switched off, these telephones will ring according to the normal call distribution.

Use the Function "Waiting Field Reception" via Function Menu:

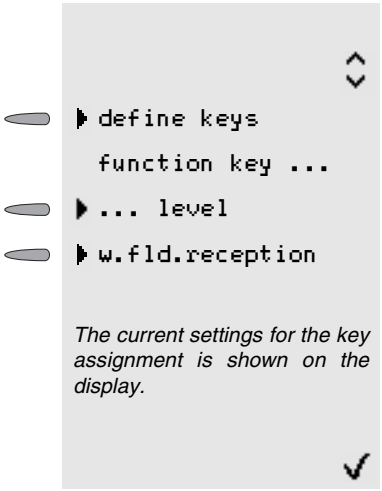


Open the function menu for the function "waiting field reception" (You will find help on page 33 and the following).

Press the ○ **softkey** to the left of the option you require:

- **activating**: Switch on the Waiting Field Reception.
- **switching off**: Switch off the Waiting Field Reception.

Assign a Key with the Function “Waiting Field Reception”:



The current settings for the key assignment is shown on the display.

Menu

Open the key programming menu for the function “waiting field reception” (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[switching type]**: Allows the assignment with switch on, off or over.

Press the ✓ **softkey** to complete the settings.

Use the Function “waiting field reception” via Key:
By pressing the key in the idle state of the telephone the function is switched on, off or over.

LED Signalling next to the Key “Waiting Field Reception”:

green	The Waiting Field Reception is switched on.
off	The Waiting Field Reception is switched off.

Important

The deactivation of a Waiting Field Reception is only possible if there is no caller in the Waiting Field. If there are several Waiting Field Receptions this restriction applies only if one remaining Waiting Field Reception is active.

As long as the Waiting Field reception is activated, calls/conversations are not entered into the caller/calls/redialling list.

After the activation of the Waiting Field reception existing Subscriber Call Forwardings configured for this telephone, parallel calls as well as Do-no-Disturb are switched off. After the deactivation of the Waiting Field reception (on the telephone) these functions (e.g. a Call Forwarding to the answering machine) are possible again. The corresponding function (except parallel call) has to be activated again.

COMpact 5020 VoIP and COMmander Basic.2/Business: When switching off the Waiting Field reception the subscriber is automatically logged out inbound and when switching on it will be automatically logged in again.

COMpact 4406 DSL, COMpact 4410 USB and COMmander Basic: When activating the Waiting Field reception this subscriber will automatically be logged out of all groups. After the deactivation you have to log the subscriber in again - if necessary.

Hotel Functions for Reception and Room Telephones[36]

The hotel function enables the comfortable room and call data management if the PBX is used in a hotel. The scope of functions can be divided into three main areas.

Hotel Reception Telephone:[37] The hotel reception telephone enables various control and information functions via display and LEDs on the Xtension module. An additional PC is not necessary at the reception in many cases. The guests' Check in and Check out are directly controlled with the menu of the telephone. There are various functions available for the affected room in different phases.

Hotel Room Telephones: The PBX has many functions not making sense or being harmful if used from a hotel room telephone. This is the reason for blocking programming functions (like e.g. Do-not-disturb, Call forwarding) exchange functions and special exchange line access types. This way, the guest can only make outbound calls and accept calls and configure the personal wake-up time. In addition to this it is possible for the room service to configure the room status (clean, uncleaned, blocked) by entering a digit sequence.

Print-out Function:[38] This function enables the output of the accrued telephone charges as a guest invoice (or informational invoice) with a separate line for each call. This function is controlled by the hotel reception telephone.

Advice

The configuration of the hotel functions is done with the configuration programme COMset. The print template has to be edited there also. The configuration is described in the manual of the PBX.

Configure and operate a Hotel Reception Telephone

The configuration of individual telephones as a hotel reception- or hotel room telephones are done with the configuration programme of the PBX. After that there must be one programmable function key configured for each hotel room telephone on the hotel reception telephone.

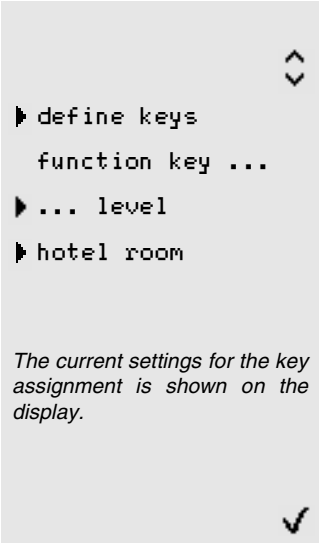
The hotel functions are opened on the reception telephone with the hotel room key configured for the corresponding room (double click or with the shift key for the 2nd level). The available functions are dependent on the status - checked in or out - of the room. These different options are described in the following.

[36] Only when operated on the PBX systems COMpact 4406 DSL, COMpact 4410 USB, COMmander Basic, COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business

[37] When operated on the PBX systems COMpact 4410 USB and COMpact 4406 DSL a maximum of 1 reception telephone is possible, when operated on the PBX system COMmander Basic a maximum of 4 reception telephones. When operated on the PBX systems COMmander Business and COMmander Basic.2 the number of the available hotel telephones (reception and room telephones) have to be released in the Upgrade Centre. When operated on the PBX system COMpact 5020 VoIP the hotel function has to be released once in the Upgrade Centre.

[38] Recommended printers see manual of the PBX.

Define Room Keys on the Reception Telephone:



The current settings for the key assignment is shown on the display.

Menu

Open the key programming menu for the function “hotel room” (You will find help on page 33 and the following).

If you like to change the current settings, press the in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[telephone number]**: Allows to select a room telephone by its name/number.
- **[name]**: Allows to enter a new name for the room telephone.

Press the ✓ **softkey** to complete the settings.

Important

The function can only be configured on the first level of the keys. Afterwards the second level is blocked. An existing function on the second level will be deleted.

Advice

The simultaneous use of a system telephone as a waiting field reception and as a hotel reception telephone is not possible.

Please pay attention that the hotel reception telephone is not available for inbound calls during the check in or check out (caller hears the busy signal). The configuration of a call forwarding on busy is recommended.

Please make sure that the listing of internal calls in the caller list is activated if you like to be informed about unsuccessful guest calls to the hotel reception telephone.

Use the Function via Room Key on the Reception Telephone:

During the idle state: By pressing the key twice (double click or with shift key for the 2nd level) the menu for checking in/out of the room telephone configured on the key opens. The available functions are dependent on the status of the room - checked in or out. These different options (arrival, stay and departure of the guest) are described in the following.

By pressing the key once, the telephone number programmed on this key is copied into the dial preparation - also additional. Exception: If the telephone number is ringing, a pickup of the call is offered.

After picking up the receiver: By pressing the key, the telephone number programmed on the key is dialled.

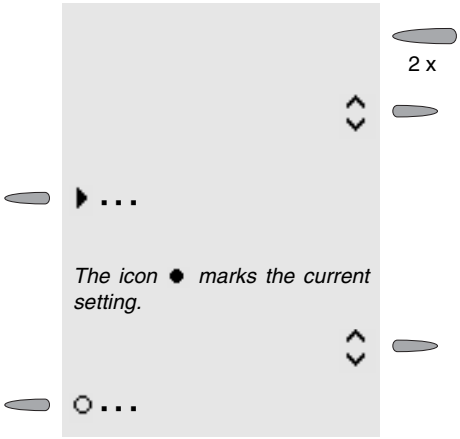
During the conversation: By pressing the key, the active call partner is put on Hold and the telephone number configured on the key is dialled.

LED Signalling next to the Room Key:

red (flashes)	The room telephone is currently ringing. By pressing the key you can start a pickup.
red	The room telephone is in a telephone conversation.
green (flashes)	You have been called from the room telephone and the call has not been accepted.
yellow	The internal telephone is not reachable (Do-not-Disturb or Subscriber Call Forwarding is active).
off	The internal telephone is not busy. By pressing the key you can start a call.

Arrival of the Guest (Check In)

At a guest's arrival the hotel room key offers two functions. You can immediately check in the guest or ask for the room status first (clean, unclean, blocked). If the room is blocked, a check in will not be possible. The two other status conditions are for information only. The status can be changed in this menu only.



Click twice on the correspondingly programmed function key (see page 149) to open the menu for check in/out.

Press the ▸ **softkey** to the left of the option you require:

- **check in**: Checks the guest in. (no additional entry is necessary)
- **room status**: Allows to check/change the room status.

Use the ^ and v **softkeys** to browse to the option you require and press the ▸ **softkey** to the left of the option:

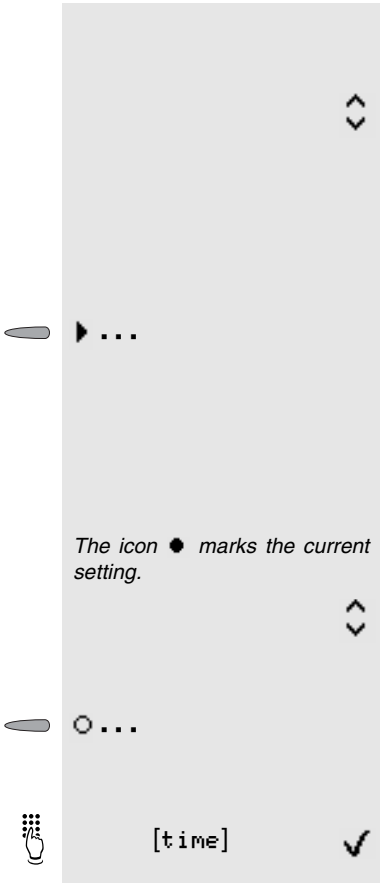
- **clean**: Mark the room as "clean".
- **unclean**: Mark the room as "unclean".
- **blocked**: Mark the room as "blocked".

While the Guest stays in the Room (After the Check In)

From the moment of check in some configuration and interrogation functions can be used with the hotel room key. Exactly like on the hotel room telephone itself - the call charges with the date of check in can be interrogated and a wake-up time for the guest can be set.

If a guest likes to see a list of accrued call charges during his stay, you can directly print out an intermediate invoice to the printer – provided charges occurred and a printer is connected. After selecting the function, the printer starts printing immediately. The form of the intermediate invoice is similar to the final invoice, only the date of check out is replaced by the print date. The printed data will not be deleted and will be printed again when checking out.

If a guest wants e.g. that the kids cannot do external calls from their room, these calls can be blocked by the hotel reception telephone. Then internal calls only can be done. External calls can still be accepted.



Click twice on the correspondingly programmed function key (see page 149) to open the menu for check in/out.

Use the ^ and v **softkeys** to browse to the option you require and press the ▶ **softkey** to the left of the option:

- **check out**: Check the guest out. (see “departure of the guest”)
- **wake up call**: Switch on or off the wake up call for the room telephone.
- **interim invoice**: Print an intermediate invoice - if there are costs and a printer is connected.
- **call charges**: Show the call charges including the date of check in (no additional entry is necessary).
- **external access**: Switch on or off the permission to make external calls for the room telephone.

After selecting **wake up time**:
Use the ^ and v **softkeys** to browse to the option you require and press the ▶ **softkey** to the left of the option:

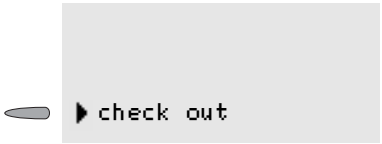
- **switched off**: Switch off the wake up call. (no additional entry is necessary).
- **wake up once**: Switch on the wake up time for a single wake up.
- **wake up daily**: Switch on the wake up time for daily wake up.

Enter the **time**.

Press the √ **softkey** to complete the entry.

The Guest leaves (Check Out)

After selection of the function check out – provided charges occurred and a printer is connected - you are asked whether you like to have a print-out of the final invoice. If you confirm, the printer starts printing. The print-out contains a list of individual connections between the time of check in and check out. The sum of the invoice corresponds to the call charge meter that can be viewed with the selection **call charges**.



Click twice on the correspondingly programmed function key (see page 149) to open the menu for check in/out.

Press the ▶ **softkey** to the left of the option **check out**.

If there are call charges and a printer is connected, you are asked if you like to get a print-out of the total invoice.

print-out? ✓

Press the ✓ **softkey** to start printing.

The print-out is executed.

print-out OK? ✓

Press the ✓ **softkey to** accept the print-out and finish the "check out".

Important

After the end of the "check out" all room data are initialized, the call charge meter and also the call data are deleted. If you have selected check out by mistake or if e.g. problems with the printer prevents a correct print-out, you have different possibilities to cancel the procedure:

*- Press the **exit key**. The procedure is cancelled and the room remains in the status "check in".*

*- If you are asked **print-out ok?**, you press the ✕ **softkey** and then the selection **cancel print**. The procedure will be stopped and the room remains in the status "check in".*

*- If you are asked **print-out ok?**, do not press any key. After three minutes the procedure will be cancelled and the room will remain in the status "check in".*

*- If you are asked **print-out ok?**, press the ✕ **softkey** and then the selection **print again**. The print-out will be repeated and you can decide again whether you like to cancel the procedure.*

*- If call charges have occurred, you will be asked if a print-out is necessary after the selection of check out. If you negate this question with the ✕ **softkey** the check out will be finished then. If you like to cancel this procedure, press the **exit key**.*

*- If there were no call charges, you would be informed that no charges had occurred after the selection of check out. If you confirm this display with the ✓ **softkey** the check out will be finished then. If you like to cancel this procedure, press the **exit key**.*

Advice

If there is a simultaneous access from another hotel reception telephone or from the hotel room telephone to the room data you will get the message that the data is already in use.

*The number of copies set in the configuration programme COMset is not used for an intermediate invoice because it´s for the guest's information only. If you need a copy, press the ✕ **softkey** if you are asked if the print-out is ok and then the selection **print again**.*

The PBX has a call data memory for call data sets. If the memory capacity has been exceeded and e.g. the calls of a long-time guest are overwritten, there will be a note on the invoice that not all calls are listed. The sum of charges stated in the invoice is read from the call charge meter that counts the charges independently from the call data.

If the data recording of certain calls was deactivated to save memory space, they will not be listed as individual connections on the telephone invoice. The sum of charges stated in the invoice is taken from the call charge meter counting the call charges independently of the call data.

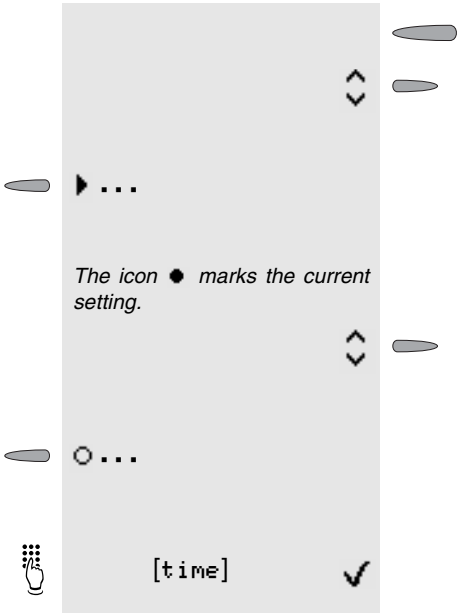
The generated invoice number is listed under project number when a read out via PC is made (e.g. with the programme COMlist). This number will automatically be assigned when checking in.

In the status "check in" the room status is set back to "unclean" every day at midnight.

Operate a Hotel Room Telephone

The advantage of a system telephone compared with the use of an analogue or standard ISDN telephones is e.g. the remote controlled delete function when checking out the guest (privacy protection), the various comfort functions and specifically configured function keys. The functions which are still allowed for room telephones are handled the same way as described for normal telephones. With one exception: A programmable function key configured with the function “hotel room” allows the setting of a wake-up time and the display of call charges and of the check in time. The following functions are also possible:

- Starting and accepting internal and external calls
- Delete data (page 94) and charges (page 94) via the menu point “functions” (the call charge meter of the PBX is not influenced)
- Use of the caller/call/redialling list as well as the telephone book (page 78). Parts of the telephone book can be blocked; page 174)
- Scheduled call (page 90) and Power Dialling (page 58)
- Interrogation of call charges and setting of the wake-up time with a function key.



Press the correspondingly programmed function key to open the menu.

Press the ▸ **softkey** to the left of the option you require:

- **wake up call**: Switches a wake up time for the room telephone on/off.
- **call charges**: Show the call charges including the date of check in.
  (no additional entry is necessary).

After selecting **wake up call**:
Use the ^ and v **softkeys** to browse to the option you require and press the ▸ **softkey** to the left of the option:

- **switched off**: Switch off the wake up call.
  (no additional entry is necessary).
- **wake up once**: Switch on the wake up time for a single wake up.
- **wake up daily**: Switch on the wake up time for daily wake up.

Enter the **time**.

Press the ✓ **softkey** to complete the entry.

Important

The configuration of the telephone (e.g. function keys) has to be done with the programme COMfortel Set because the configuration via menu is blocked on hotel room telephones.

*To avoid misunderstandings the value for **cost per charge unit** configured in COMfort Set should match the value configured in COMset.*

Advice

When checking out the local telephone book, the lists (caller, calls and redial lists), schedules, the ringer volume as well as the local call charge meter are automatically deleted or initialized.

The configurations listed in this chapter are usually made only once. If you like to simplify this task, you can configure the telephone also via PC. The necessary PC software is enclosed in the scope of delivery (see page 175).

Key Programming

The system telephones COMfortel 1500 and COMfortel 2500 offer both 15 freely programmable function keys. If the system telephone COMfortel 2500 has been expanded with key extension modules COMfortel Xtension30 (up to 3 modules are possible), 30 function keys per module are available.

The freely programmable function keys can be configured double – on two levels – with internal and external telephone numbers as well as different functions.

Additionally to the function keys you have a multicoloured LED near each key. This LED informs you on busy or activity status of an internal subscriber or on the switching status of a function. In this case the LED refers to the function/the subscriber of the first level. Please pay attention to this functionality when programming your keys.

Which functions can be programmed on keys and where these functions are described in detail is listed on page 35. Under the functional description you also find a description for the programming and use of the key as well as for the LED signalling.

Some basic rules for the programming of the keys are described in the following.

Advice

Functions that have been programmed on a function key, are also still available via the menu - if it has been the case before.

COMfortel 2500: To use one or several key extension modules COMfortel Xtension30 with the telephone, you need the wall-mount power supply COMfortel XT-PS (type number 809).

Settings in the Key Programming

After selection of the function all settings necessary for the programming of the key are shown one after the other.

[general/defined]

The current setting is shown on the display. Press the **softkey** in front of the setting to switch between general and defined. The quantity of necessary settings changes at the same time.

With this setting you can preselect for some functions (door and group functions, project numbers, configurations) if you like to define all settings when programming the key (defined) or if you like to make some settings individually when pressing the key (general).

The advantage of a defined programmed key is the simple and fast operation. Besides this you can also press this key during a call (except the function “Voicemail Centre”) because the telephone can make the settings in the background without changing the display content. Disadvantage of this variant is that in some cases many keys are necessary if e.g. different log and call types have to be considered for different groups.

[telephone number]

Press the **softkey** in front of this setting. If there is a list of telephone numbers available (e.g. door terminals available on the PBX) it will be opened and the requested telephone number can be selected by pressing the **softkey** in front of the selection. Otherwise an

input field opens where you can enter a 20-digit telephone number. Then the current setting is shown on the display.

[project number]
Press the **softkey** in front of the setting. If there is a list of project numbers available, it opens and the requested project number can be selected by pressing the **softkey** in front of the selection. Otherwise an input field opens where you can enter a 2- to 6-digit project number. Then the current setting is shown on the display.

[name]
Press the **softkey** in front of the setting. If there is a list of names available (e.g. configurations available in the PBX), it opens and the requested name can be selected by pressing the **softkey** in front of the selection. Otherwise an input field opens where you can enter a 16-character name with the keypad. Then the current setting is shown on the display.

[switching type]
The current setting is shown on the display. Press the **softkey** in front of the setting to switch between from on, off and over.

If you have configured a key with switch over, you can switch on or off the corresponding function with each key pressing. If you have programmed a key with switch on or off, you can only switch the corresponding function on or off.

[operation]
The current setting is shown on the display. Press the **softkey** in front of the setting to switch between log in, -out and -over.

If you have configured a group key with log over, you can log the telephone in and -out with each key pressing. If you have configured a group key with log in or -out, you can only log the telephone in or out.

[direction]
The current setting is shown on the display. Press the **softkey** in front of the setting to switch between inbound, outbound and inbound & outbound.

[execution type]
The current setting is shown on the display. Press the **softkey** in front of the setting to switch between “hold the key” and “switch over key”.

[mailbox type]
The current setting is shown on the display. Press the **softkey** in front of the setting to alternate between global mailbox and individual mailbox. The quantity of necessary settings changes at the same time.

[door function]
The current setting is shown on the display. Press the **softkey** in front of the setting to switch between open the door and/or switch the light on and/or door terminal call.

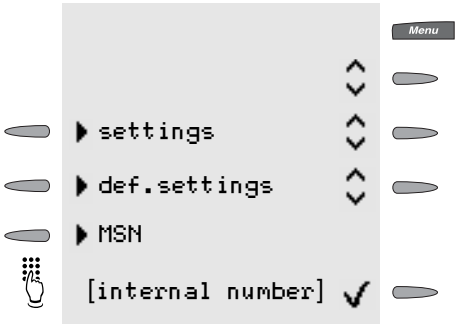
[subscriber]
Press the **softkey** in front of the setting. If there is a list of subscriber telephone numbers/ names available, this will open and the requested subscriber can be selected by pressing the **softkey** in front of the selection. Then the current setting is shown on the display.

[remote access code]
Press the **softkey** in front of the setting. An entry field opens to enter a 4-digit remote access code via the keypad. The current setting is not shown on the display.

Basic Settings

Configure MSN (Internal Telephone Number)

You absolutely have to enter one of the internal subscriber telephone numbers as MSN in the telephone so that the telephone is able to work on the internal S_0-Bus of your Auerswald PBX as a system telephone.



Open the settings menu for the setting “MSN” (You will find help on page 33 and the following).

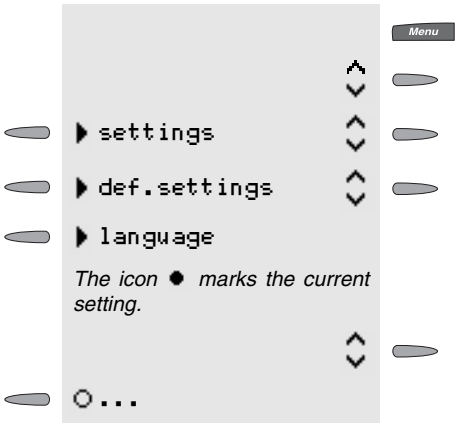
Enter the **internal telephone number**.

Press the ✓ **softkey** to complete the entry.

Important

Use each of the internal subscriber telephone numbers only for one of the ISDN units that are connected to the internal S_0 bus of your PBX.

Set the Language of the Telephone



Open the settings menu for the setting “language” (You will find help on page 33 and the following).

Use the ^ and v **softkeys** to browse to the option you require and press the ○ **softkey** to the left of the option:

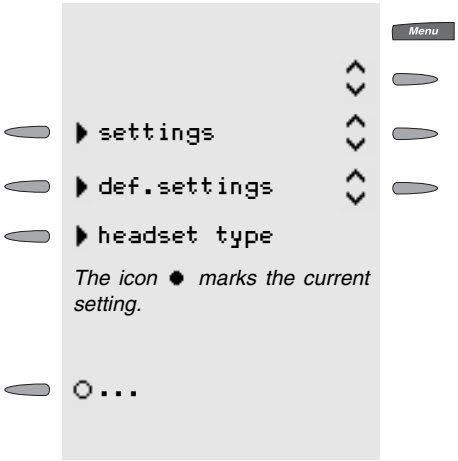
- **[language]**: Selects one of the languages as display language.

Advice

The menu language can be reached by pressing the keys Menu, # and 0.

Select Type of Headset

If a headset has been connected, the type of headset in use has to be configured.



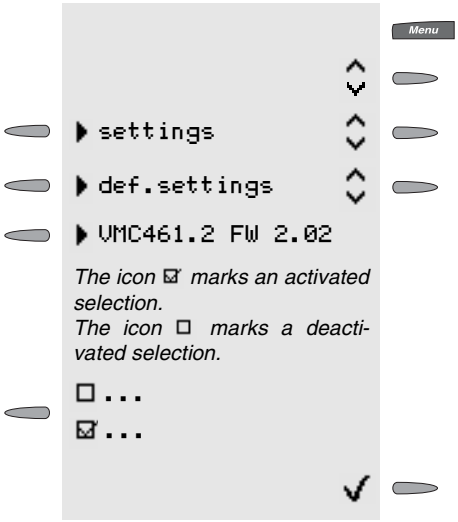
Open the settings menu for the setting “headset type” (You will find help on page 33 and the following).

Use the ^ and v **softkeys** to browse to the option you require and press the ○ **softkey** to the left of the option:

- **wired headset**: Select the type “wired headset”.
- **DHSG headset**: Select the type “wireless headset with DHSG interface”.

Switch on/off Quick Remote Access to the Voicemail Centre 461.2

Compared to the Voicemail Centre 461 the Voicemail Centre 461.2 supports a quicker remote access. If you like to operate a Voicemail Centre 461.2 with the telephone (see page 131), you can activate the quick remote access here.



Open the settings menu for the setting “VMC461.2 FW > 2.02” (You will find help on page 33 and the following).

Press the ☐ or ☑ **softkey** in front of the option you require to invert the current status:

- **VMC461.2 FW > 2.02**: Activate/deactivate the quick remote access.

Press the ✓ **softkey** to complete the settings.

Advice

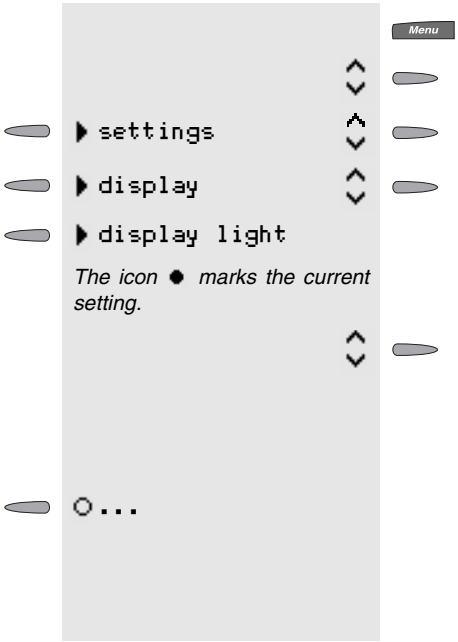
If you like to operate (additionally) a Voicemail Centre 461 with the telephone, let the quick remote access switched off in order to avoid incorrect access to the device.

The Voicemail Centre 461.2 has to use at least the firmware version 2.02 for the support of this function.

Display Settings

Configure the Display Light (only COMfortel 2500)

You can adapt the display backlight to the requirements of your work place.



Open the settings menu for the setting “display light” (You will find help on page 33 and the following).

Use the ^ and v **softkeys** to browse to the option you require and press the ○ **softkey** to the left of the option:

- **deactivate**: Switch off the light completely.
- **on during call**: Additionally to the defined time in the selection “automatically” (see below) the light stays active during the call and thereafter for a short transition period.
- **automatically**: As soon as a key is pressed, the receiver is picked up or the telephone is called, the light (maximum brightness) is switched on and stays active for a short transition period thereafter. But the light remains to be always active (minimum brightness).

Advice

The selection “on during call” or “automatically” requires the additional setting of the brightness (see next chapter).

Set Brightness (only COMfortel 2500)

You can adapt the brightness of the display backlight to the requirements of your work place.

Under “brightness min.” you set the basic brightness in the idle state of the telephone.

Under “brightness max.” you set the brightness of the display in the state of ringing, during a call as well as during the operation.

Open the settings menu for the setting “brightness” (You will find help on page 33 and the following).

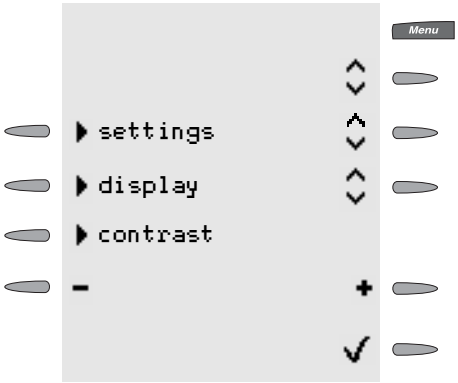
Define the requested brightness with the **–** and **+** **softkeys**.

Press the ✓ **softkey** to complete the settings.

Important

If you have switched off the display backlight completely (see page 159), this setting is without effect.

Set the Contrast

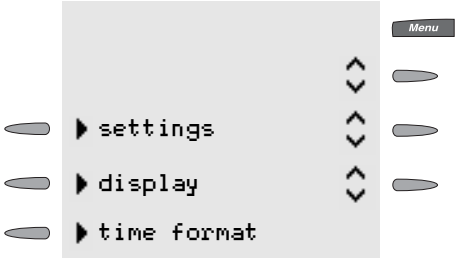


Open the settings menu for the setting “contrast” (You will find help on page 33 and the following).

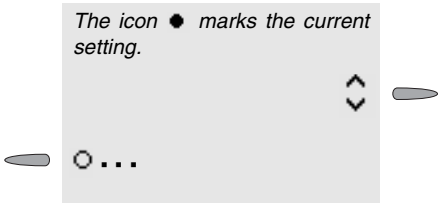
Define the requested contrast with the **–** and **+** **softkeys**.

Press the ✓ **softkey** to complete the settings.

Configure the Time Format



Open the settings menu for the setting “time format” (You will find help on page 33 and the following).

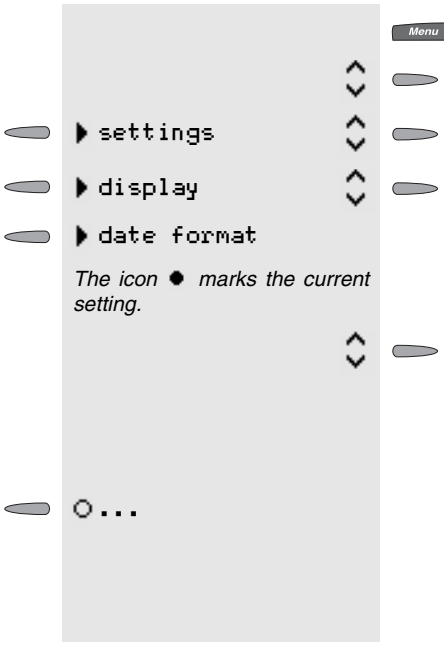


Use the ^ and v **softkeys** to browse to the option you require and press the ○ **softkey** to the left of the option:

- **HH:MM**: Select the time format in the order hour, minute separated by a colon.
- **HH.MM**: Select the time format in the order hour, minute separated by a point.

Set the Date Format

The selected date format is presented in e.g. the calls and caller lists. In the idle state the format is changed as follows:
In the idle state of the COMfortel 1500 the year is presented with 4-digits (e.g. 03.06.2006).
In the idle state of the COMfortel 2500 the month is presented with three letters and there is no year (e.g. 03.Jun).



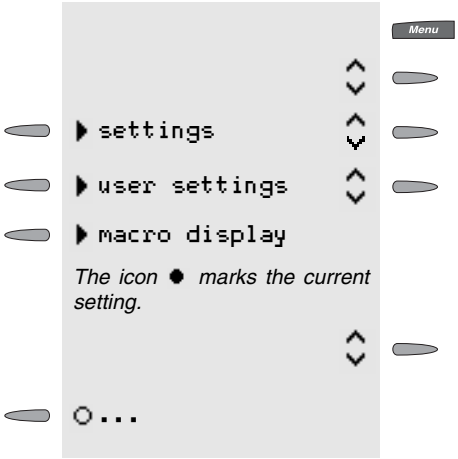
Open the settings menu for the setting “date format” (You will find help on page 33 and the following).

Use the ^ and v **softkeys** to browse to the option you require and press the ○ **softkey** to the left of the option:

- **DD.MM.YY**: Select the date format in the order day, month, year separated by points. **DD/MM/YY**: Select the date format in the order day, month, year separated by slashes.
- **DD-MM-YY**: Select the date format in the order day, month, year separated by hyphens.
- **YY-MM-DD**: Select the date format in the order year, month, day separated by hyphens.

User Settings

Configure Macro Display



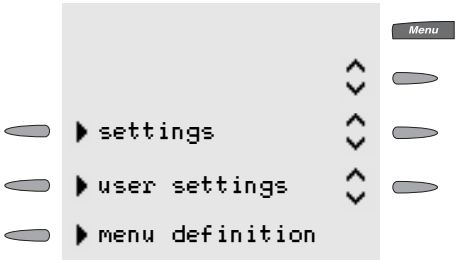
Open the settings menu for the setting “macro display” (You will find help on page 33 and the following).

Use the ^ and v **softkeys** to browse to the option you require and press the ○ **softkey** to the left of the option:

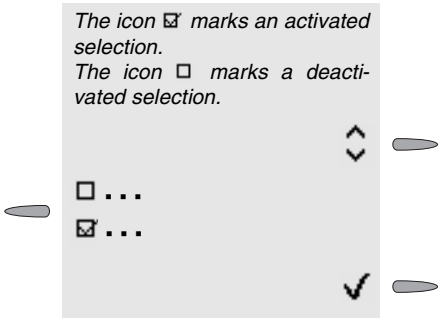
- **static text**: During the macro execution the name of the key is displayed.
- **macro steps**: During the macro execution the currently dialled digits are displayed.

Configure Menu Selection

You can adapt the function menu (see page 34) to your own requirements. If you only like to use some of the available functions, you can disable the others to reduce the menu selection. The fading out only concerns the function menu. If the concerning functions are also available in a different manner, e.g. via the key programming menu (see page 35) or via an already configured key, this access is still available for the function.



Open the settings menu for the setting “menu definition” (You will find help on page 33 and the following).



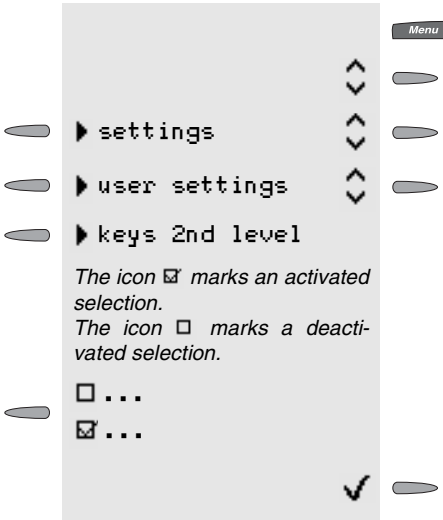
Use the ^ and v **softkeys** to browse to the option you require and press the ☐ or ☑ **softkey** to the left of the option to reverse the actual status:

- **[function]**: Activates/deactivates the presentation of the function on the display.

Press the ✓ **softkey** to complete the settings.

Configure the Reachability of the second Key Level

The freely programmable function keys can have two functions each (on 2 levels). Here you can configure how the activation of the second level of the function keys will happen. The mode “Activation with shift key” is always set. If you like to use it you will have to configure one of your function keys as a shift key. The mode “Activation with double click (300 ms)” is additionally set in the factory setting. This can be deactivated if you do not want it.



Open the settings menu for the setting “keys 2nd level” (You will find help on page 33 and the following).

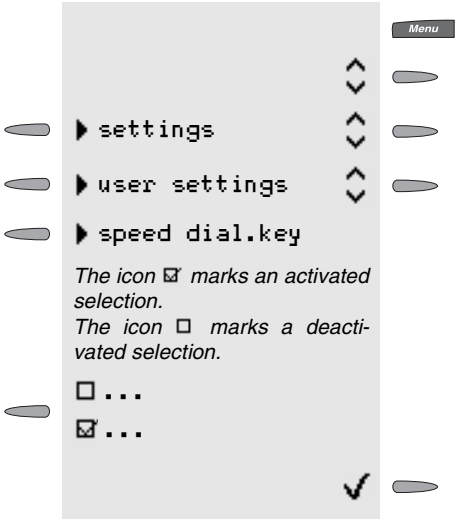
Press the ☐ or ☑ **softkey** to the left of the option you require to reverse the actual status.

- **double click**: Activate/deactivate the use of the double click to reach the 2nd level.

Press the ✓ **softkey** to complete the settings.

Configure the Speed Dialling Keys

For all speed dialling keys programmed on function keys (see page 122) you can define after pressing in the idle state if automatic off-hook should be enabled (when using the headset) or switched to handsfree operation.



Open the settings menu for the setting “speed dialling key” (You will find help on page 33 and the following).

Press the ☐ or ☑ **softkey** to the left of the option you require to reverse the current status.

- **auto. off hook**: Activate/deactivate the automatic off-hook when using the speed dialling key.

Press the ✓ **softkey** to complete the settings.

Configure Number Blocking

To prevent unauthorized persons from changing important settings, there are different levels of authorization on the telephone.

When operating on the PBX COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business the access to the telephone is divided into four levels of authorization:

- Administrator (access with the Admin PIN of the PBX),
- Sub administrator (access with one of the four SubAdmin PINs of the PBX),
- User (access with the user PIN that has been allocated to the subscriber) and
- Guests (unprotected access).

The PINs are transferred from the PBX and cannot be changed on the telephone.

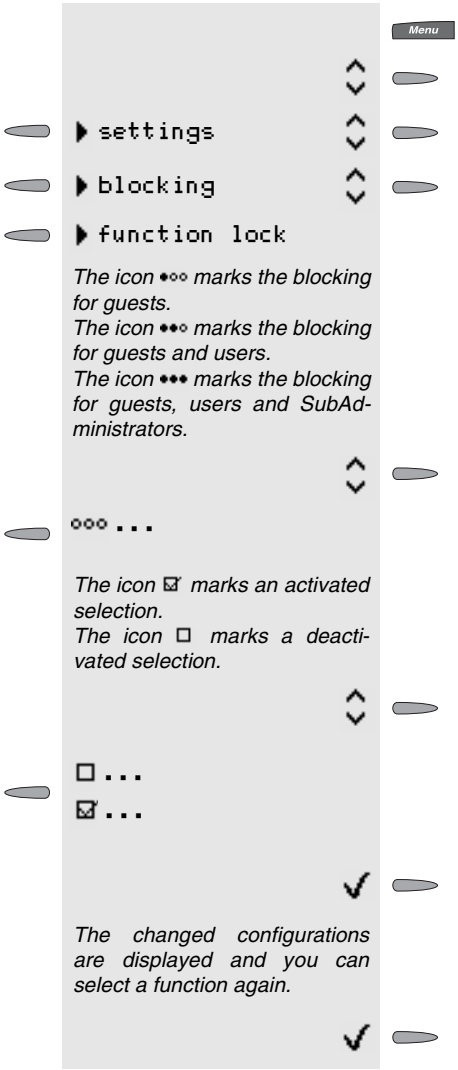
When operating on the PBX COMpact 2204 USB, COMpact 2206 USB, COMpact 4406 DSL, COMpact 4410 USB and COMmander Basic the access to the telephone is divided into two levels of authorization:

- User (access with the user PIN) and
- Guests (unprotected access).

The user PIN is configured on the telephone as described in the following.

Configure Function Lock

The functions that can be selected in the function menu (see page 34) and key programming menu (see page 35) can be blocked against unauthorized use. The display of these blocked functions in the selection list requires the entry of the corresponding PIN after selection of “additional” at the end of the selection list.


Menu
settings
blocking
function lock
The icon •◦◦ marks the blocking for guests.
The icon •◦• marks the blocking for guests and users.
The icon ••• marks the blocking for guests, users and SubAdministrators.
◦◦◦ ...
The icon ☑ marks an activated selection.
The icon ☐ marks a deactivated selection.
☐ ...
☑ ...
The changed configurations are displayed and you can select a function again.

Open the settings menu for the setting “function lock” (You will find help on page 33 and the following).

Use the ^ and v **softkeys** to browse to the option you require and press the ◦◦◦ **softkey** to the left of the option:

- **[function]**: Opens the menu to block the selected functions.

Use the ^ and v **softkeys** to browse to the option you require and press the ☐ or ☑ **softkey** to the left of the option:

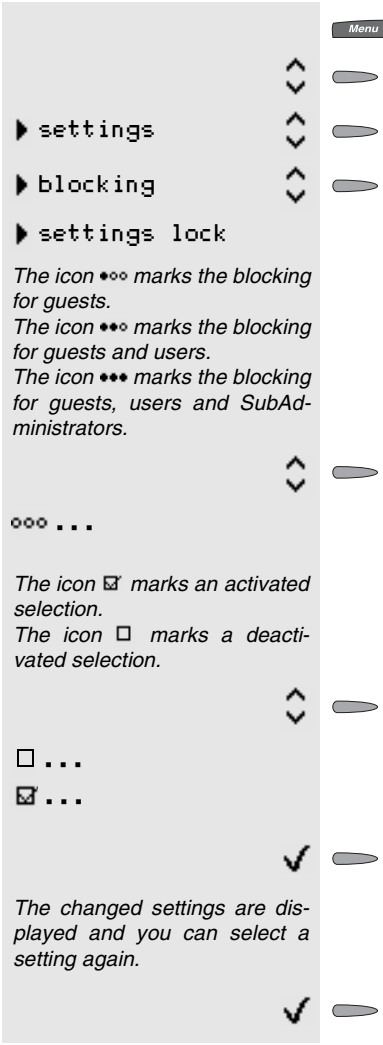
- **Sub Admin**: Block the function for guests, users and SubAdministrators.
- **user**: Block the function for guests and users.
- **guests**: Block the function for guests.
- **no blocking**: Release the function for guests, users and SubAdministrators.

Press the ✓ **softkey** to finish the configurations for this function.

Press the ✓ **softkey** to complete the settings.

Configure Settings Lock

The settings selectable in the configuration menu (see page 36) can be blocked against unauthorized use. The display of these blocked settings in the selection list needs the entry of the corresponding PIN after selection of “additional” at the end of the selection list.


Menu
settings
blocking
settings lock
The icon •◦◦ marks the blocking for guests.
The icon •• marks the blocking for guests and users.
The icon ••• marks the blocking for guests, users and SubAdministrators.
◦◦◦ ...
The icon ☑ marks an activated selection.
The icon ☐ marks a deactivated selection.
☐ ...
☑ ...
The changed settings are displayed and you can select a setting again.

Open the settings menu for the setting “settings lock” (You will find help on page 33 and the following).

Use the ^ and v **softkeys** to browse to the option you require and press the ◦◦◦ **softkey** to the left of the option:

- **[configuration]**: Opens the menu to block the selected settings.

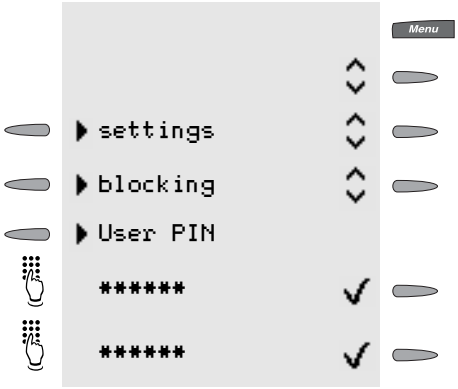
Use the ^ and v **softkeys** to browse to the option you require and press the ☐ or ☑ **softkey** to the left of the option:

- **Sub Admin**: Block the setting for guests, users and SubAdministrators.
- **user**: Block the setting for guests and user.
- **guests**: Block the setting for guests.
- **no blocking**: Release the setting for guests, users and SubAdministrators.

Press the ✓ **softkey** to finish the configuration for this function.

Press the ✓ **softkey** to complete the settings.

Configure/change the User PIN[39]



Open the settings menu for the setting “User PIN” (You will find help on page 33 and the following).

Enter the **PIN**.
Press the ✓ **softkey** to complete the entry.
Re-enter the **PIN**.
Press the ✓ **softkey** to complete the entry.

Advice *You can delete the PIN by not entering any PIN in both menus but by only pressing the ✓ **softkey**.*

Signalling

Configure LED Signalling for Messages

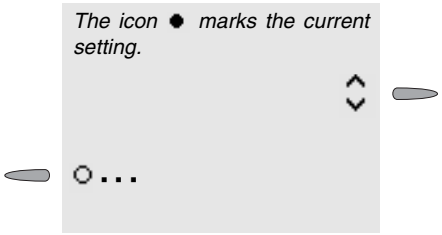
In the idle state the LED near the message key shows the condition of the caller list:

- LED flashes: In the list are new entries that have not yet been viewed.
- LED glows: There are no new entries. All the entries in the list have been read but not deleted.

If you like to deactivate the glowing LED you can switch it off as follows.

Open the settings menu for the setting “message LED” (You will find help on page 33 and the following).

[39] Only available when operated on the PBX systems COMpact 2204 USB, COMpact 2206 USB, COMpact 4406 DSL, COMpact 4410 USB and COMmander Basic.

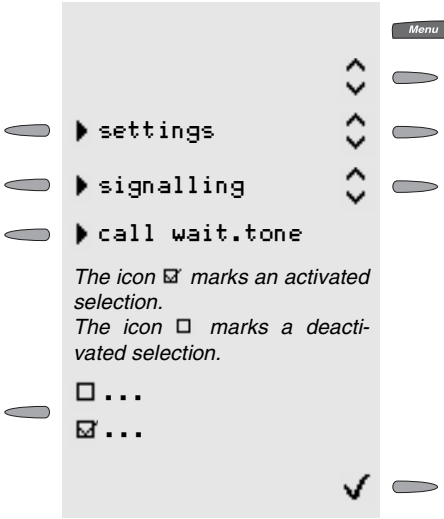


Use the ^ and v **softkeys** to browse to the option you require and press the ○ **softkey** to the left of the option:

- **flashing + on**: Switch on the LED signalling.
- **flashing only**: Switch on the restricted LED signalling.
- **LED always off**: Switch off the LED signalling.

Configure LED and Tone Signalling for Call Waiting

In this menu can be set whether an inbound call will be signalled during a call by a tone and/ or a LED or only via display message.



Open the settings menu for the setting “call waiting tone” (You will find help on page 33 and the following).

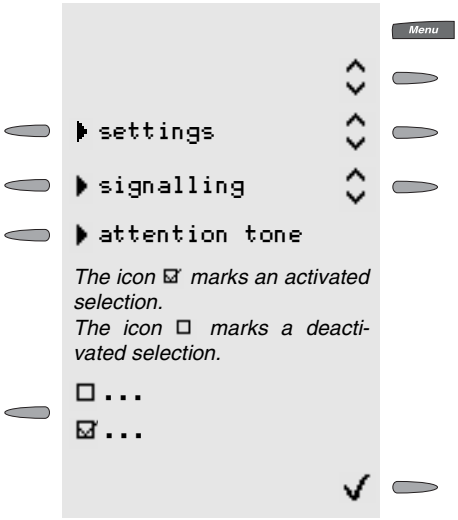
Press the ☐ or ☑ **softkey** to the left of the option you require to reverse the actual status.

- **LED**: Activate/deactivate the LED signalling above the hook key.
- **tone**: Activate/deactivate the acoustic signalling.

Press the ✓ **softkey** to complete the settings.

Configure Attention Tone for Waiting Field and Power Dialling

In case of existing calls, additional inbound exchange line calls to the Waiting Field are signalled by an attention tone and flashing LEDs (page 144). As soon as a subscriber called with Power Dialling is not been busy anymore (page 60), the system telephone activates the loudspeaker and signals this with an attention tone, too. If you are disturbed by the attention tone, you can switch it off. The volume of the attention tone depends on the configured ringer volume.



Open the settings menu for the setting “attention tone” (You will find help on page 33 and the following).

Press the ☐ or ☑ **softkey** to the left of the option you require to reverse the current status.

- **waiting field**: Activate/deactivate the attention tone for the Waiting Field.
- **power dialling**: Activate/deactivate the attention tone for the Power Dialling.

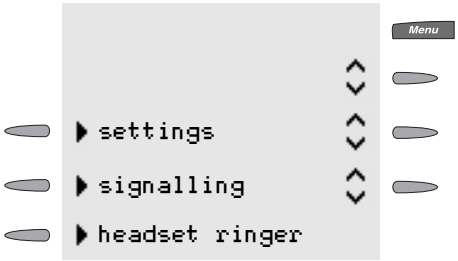
Press the ✓ **softkey** to complete the settings.

Configure Headset Ringer

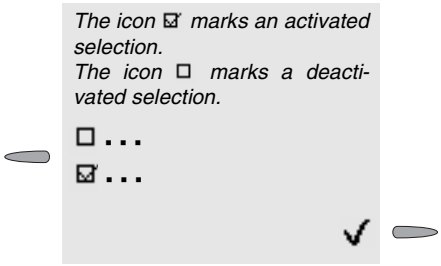
In the headset operation (headset is activated; see page 97) three types of call signalling are possible:

1. Ringing in the loudspeaker (like with the receiver operation)
2. Ringing in the loudspeaker + short attention tone in the headset
3. Short attention tone in the headset

The headset ringer has to be activated for the 2nd and 3rd operation mode as described here. For the 3rd operation mode the ringer has to be switched off (see page 99).



Open the settings menu for the setting “headset ringer” (You will find help on page 33 and the following).



Press the ☐ or ☑ **softkey** to the left of the option you require to reverse the current status.

- **activated**: Activate/deactivate the headset ringer.

Press the ✓ **softkey** to complete the settings.

Configure Ringer Melodies and Volume

To identify different call types there are 16 (COMfortel 2500) or 8 (COMfortel 1500) ringer melodies. You can edit or overwrite these ringer melodies with the PC programme COMfortel Melody (see page 178).

These defined ringer rhythms can be assigned to the different type of calls, callers or call destinations. Assign priority to the information being the most important to you and make the settings as follows:

- If you like to identify different call types by ringer melodies, make the corresponding settings via the configuration menu or in the PC programme COMfortel Set under “settings ... signalling” as described in the following. The following type of calls are offered: - alarm calls, - external call, - internal call, - group call (call directed to a group), - InterCom call, - external query, - internal query, - scheduled call, - door call, - Call Deblocker call (released call in spite of Do-no-Disturb), - wake-up call, - other calls.
- If you like to identify different callers by different ringer melodies, enter the telephone numbers of these persons into the local telephone book and assign a ringer melody to the corresponding contact (page 79; requirement for this function is the presentation of the caller’s telephone number).
- If you like to identify which of your telephone numbers has been dialled by the caller by different ringer melodies, make the corresponding settings in the PC programme COMfortel Set. Enter the external telephone numbers under “settings ... signalling defined” that will reach your telephone and assign an individual ringer melody to these telephone numbers.[40]
- If you like to identify which of your groups has been called by the caller by different ringer melodies, make the corresponding settings in the PC programme COMfortel Set. Enter the group number with membership of your telephone under “settings ... signalling defined” and assign an individual ringer melody to these numbers.

As external calls, internal calls and door calls are influenced by more than one of these four settings, these will be signalled by a fixed order (priority list). The caller is always identified first. If no special ringer melody has been defined for the caller, the external telephone number dialled by the caller or the called group telephone number will be checked. If there has not been defined any special ringer rhythm either, the ringer melody of the call type will be considered.

[40] Only available when operated on the PBX systems COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business.

Priority list for external calls:

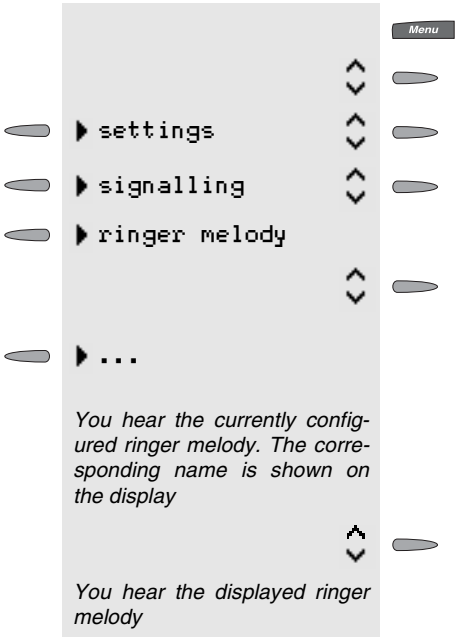
1. Ringer melody defined in the telephone book if the caller can be identified in the telephone book
2. For the call type “Call Deblocker” defined ringer melody if the caller has been identified as part of a Call Deblocker in case of activated Do-no-Disturb
3. For a certain external number defined ringer melody as far as this telephone number has been dialled by the caller
4. For a certain group number defined ringer melody as far as the group has been called
5. For the call type “group call” defined ringer melody as far as a not otherwise defined group has been called
6. For the call type “external call” defined ringer melody

Priority list for internal calls:

1. Ringer melody defined in the telephone book as far as the caller can be identified as a telephone book entry
2. Ringer melody defined for the group number as far as the group has been called
3. For the call type “group call” defined ringer melody as far as a not otherwise defined group has been called
4. Ringer melody defined for the “internal call”

Priority list for door calls:

1. For the call type “door call” defined ringer melody as far as the door can be identified as telephone book entry
2. Ringer melody defined for the “door call”

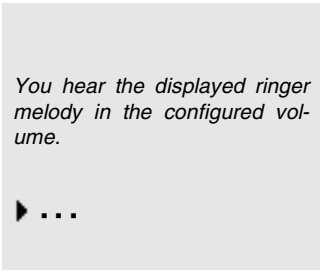


Open the settings menu for the setting “ringer melody” (You will find help on page 33 and the following).

Use the ^ and v **softkeys** to browse to the option you require and press the ▸ **softkey** to the left of the option:

- **[call type]**: Selects one of the offered call types for editing.

Use the ^ and v **softkeys** to browse to the option you require.



Press the **plus-/minus keys** to configure the volume.

Press the ▸ **softkey** in front of the corresponding selection:

- **[ringer melody]**: Selects one of the offered ringer melodies.

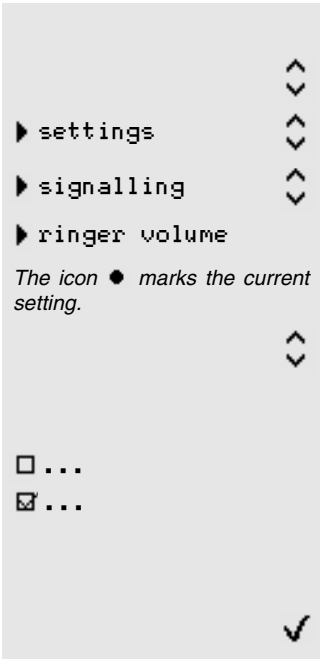
Advice

It is possible to configure a ringer melody for InterCom calls. But pay attention that it will be played for a maximum of 1 second before the telephone takes the call automatically.

The here defined ringer melodies are not valid if "single tone" has been configured under ringer volume (see below).

Change Ringer Volume automatically

You can increase/reduced the volume of the telephone automatically. Then the telephone starts ringing in the volume configured by you (see page 170) and increases/reduces the volume every 5 seconds by one step until the maximum/minimum volume has been reached.



Open the settings menu for the setting "ringer volume" (You will find help on page 33 and the following).

Use the ^ and v **softkeys** to browse to the option you require and press the ○ **softkey** to the left of the option:

- **steady**: Select a steady volume during the whole phase of ringing.
- **autom. increase**: Select an automatic increase of the volume during the ringing phase.
- **auto-reduction**: Select an automatic reduction of the volume during the ringing phase.
- **single ringtone:** Select a single silent tone instead of the configured ringer melody.

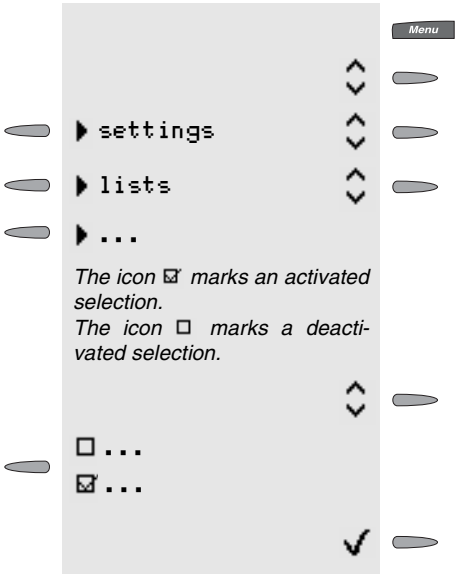
Press the ✓ **softkey** to complete the settings.

Configure Lists

Calls/Conversations to be taken over into the Calls Lists

If you like to prevent that a lot of useless entries will be taken into the lists, you can configure the lists for the calls to be taken over. The following calls/conversations are for selection – if it makes sense in the context – in the three lists:

- external calls/conversations
- unknown external calls/conversations (without CLIP information)
- internal calls/conversations
- alarm calls/conversations
- door calls/conversations
- “calls that are taken” by other telephones that are in the call distribution
- other



Open the setting menu for the configuration of the telephone lists (You find help on page 33 and the following):

- **caller list**: Allows the configuration of the caller list.
- **calls list**: Allows the configuration of the calls list.
- **redial list**: Allows the configuration of the redial list.

Use the ^ and v **softkeys** to browse to the option you require and press the ☐ or ☑ **softkey** to the left of the option to reverse the actual status:

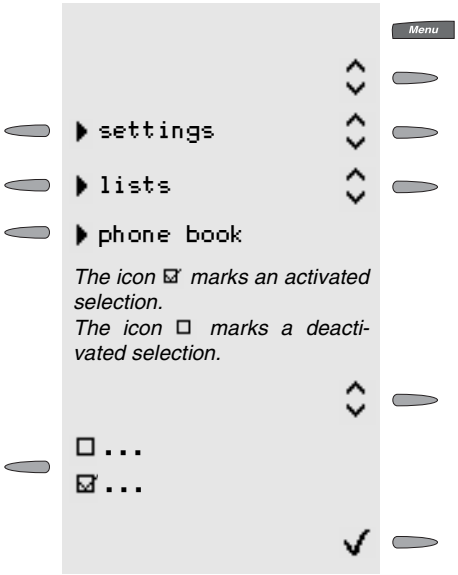
- **[call type/conversation type]**: Activates/ deactivates the acception of the call type/ conversation type into the telephone list.

Press the ✓ **softkey** to complete the settings.

Telephone Numbers to be displayed in the Telephone Book

If you like to prevent that unwanted entries are shown in the telephone book, you can restrict the display of the different telephone number types. The following types can be selected:

- Emergency call numbers (emergency call numbers configured in the PBX)
- Internal numbers (internal telephone numbers configured in the PBX)
- Telephone book of the PBX (telephone book entries/short-code dialling numbers configured in the PBX)
- Local telephone book (local telephone book entries in the telephone)



Open the configuration menu for the setting “Telephone Book” (You will find help on page 33 and the following).

Use the ^ and v **softkeys** to browse to the option you require and press the ☐ or ☑ **softkey** to the left of the option to reverse the current status:

- **[telephone number type]**: Activates/deactivates the display of the telephone number type in the telephone book.

Press the ✓ **softkey** to complete the settings.

With the PC programmes *COMfortel Set* and *COMfortel Melody* included in the extent of supply the system telephone can be configured according to your special requirements (see also page 178).

The TAPI[41] driver enables TAPI applications via the USB interface of the Auerswald system telephone (TAPI=Telephony Application Programming Interface). You can control the system telephone with different Window applications using the TAPI interface (e.g. a dialler). Applications for Windows XP and 2000 are supported. The TAPI operation mode will automatically be configured when the corresponding application starts.

With the Auerswald CAPI 2.0 driver you can imitate the functions of an ISDN PC-controller via the USB interface of the system telephone on the internal S_0 port.[41]

During the CAPI driver installation the Auerswald NDIS-WAN driver[41] will additionally be copied onto your harddisk. You will need these drivers to establish the connection to the Internet. Your Auerswald system telephone will work like an ISDN network controller in a network of many different computers – the Internet.

Under Windows 98 SE and Me the NDIS-WAN drivers are copied to the harddisk and have to be installed by you then. Under Windows 2000 and XP this happens automatically.

(NDIS-WAN is a standard for the connection of network controllers to the corresponding protocols. NDIS = Network-Device-Interface-Specification; WAN = Wide-Area-Networking).

Make a Connection between Telephone/PBX and PC

The connection between telephone/PBX and PC can be realized by four different ways:

1st option[41]: The access to the telephone is done via the USB interface of a system telephone connected to the PBX[42]. The programme is installed on the PC that is connected with the telephone via USB. (How to connect the COMfortel 2500 to the PC is described on page 176.)

2nd option: The access to the telephone is done with an ISDN PC-controller (CAPI 2.0) or the ISDN PC-controller function of a system telephone via the internal S_0 bus. The programme is installed on the PC that is connected to an internal S_0 bus of the PBX via an ISDN PC-controller/system telephone. (This type of connection of the PC to the PBX is described in the manual of the PBX.)

3rd option[43]: The programming of the telephone is made via the USB/serial interface of the PBX. The programme will be installed on the PC that is connected to the USB/serial interface of the PBX. (This type of connection of the PC to the PBX is described in the manual of the PBX.)

4th option [44]: The access to the telephone is made via the IP network. The programme is installed on the PC that is connected to the Ethernet interface of the PBX. (For this option the connection of the PC to the PBX is described in the manual of the PBX.)

[41] Only *COMfortel 2500.*

[42] Only with COMfortel 2500 or COMfort 2000 plus.

[43] Does not work with the PBX systems COMpact 5010 VoIP and COMpact 5020 VoIP.

[44] Only when operated on the PBX systems COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business.

Connection to the USB Interface of a PC (COMfortel 2500 only)

Connect the PC to the USB interface of the system telephone as follows:

1. Open the plastic cover on the back of your system telephone that is closer to the receiver.
2. Plug in the flat plug of the delivered cable into a USB jack of the PC and the other plug into the USB jack on the back of the system telephone (see Pic. 31).

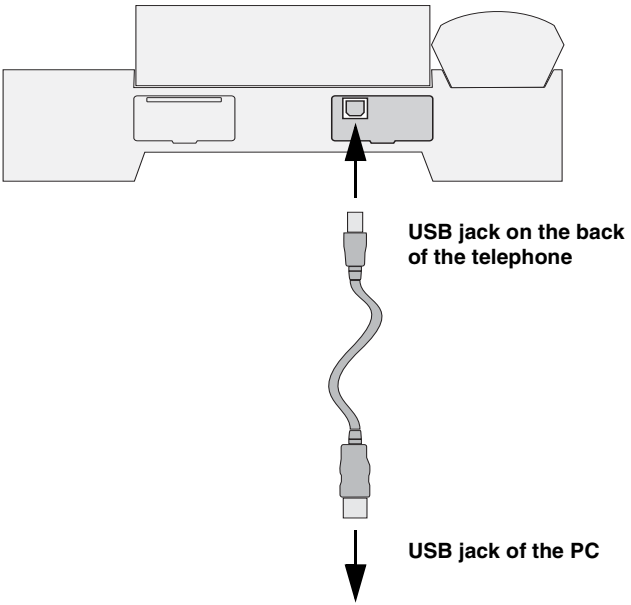
Important

The length of the USB cable must not exceed 3 m (such as the enclosed cable).

Advice

If you have connected the system telephone to your PC via the USB interface, the New Hardware assistant will automatically be started under Windows 98 SE, Windows Me, Windows 2000 and Windows XP to support you with the installation of the necessary driver (see chapter Installation of the Drivers and the PC Software on page 177). This will search for the most suitable driver for the device, insert the CD (Auerswald Mega Disk) into the CD ROM drive and enter the directory "<CD drive>\driver\" as target.

Pic. 31: Plug in the USB cable



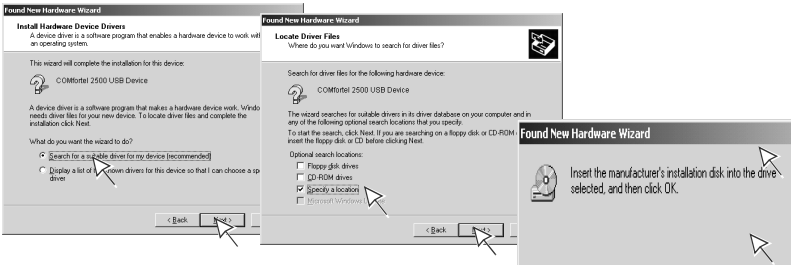
Installation of the Drivers and the PC Software

COMfortel 2500: Consult the detailed description of the enclosed CAPI/TAPI manual for the driver and software installation. Proceed such as described for the system telephone COMfort 2000.

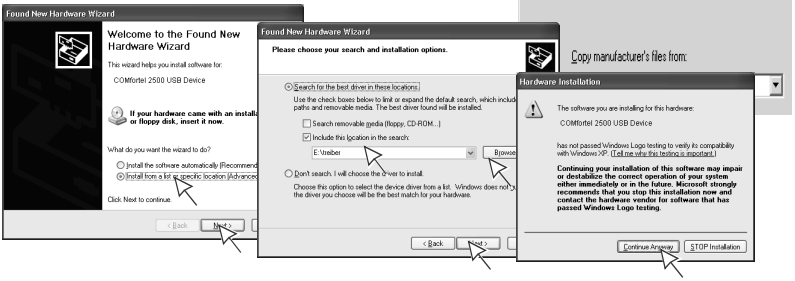
COMfortel 1500: Continue with the chapter *Install the PC Programmes manually* on page 177 for the software installation now.

Pic. 32: USB driver installation

Windows 2000


Found New Hardware Wizard
Install Hardware Device Drivers
A device driver is a software program that enables a hardware device to work with an operating system.
This wizard will complete the installation for this device:
COMfortel 2500 USB Device
What do you want the wizard to do?
Search for a suitable driver for my device (recommended)
< Back
Next >
Found New Hardware Wizard
Locate Driver Files
Where do you want Windows to search for driver files?
Search for driver files for the following hardware device:
COMfortel 2500 USB Device
Optional search locations:
Floppy disk drives
CD-ROM drives
Specify a location
Microsoft Windows Update
< Back
Next >
Found New Hardware Wizard
Insert the manufacturer's installation disk into the drive selected, and then click OK.

Windows XP


Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
This wizard helps you install software for:
COMfortel 2500 USB Device
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Found New Hardware Wizard
Please choose your search and installation options.
Search for the best driver in these locations.
Search removable media (floppy, CD-ROM...)
Include this location in the search:
E:\treiber
Browse...
Don't search. I will choose the driver to install.
< Back
Next >
Copy manufacturer's files from:
Hardware Installation
The software you are installing for this hardware:
COMfortel 2500 USB Device
has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.)
Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.
Continue Anyway
STOP Installation

Install the PC Programmes manually

The installation assistant will be started automatically after having finished the USB driver installation of the Auerswald Mega Disk and enables the installation of the PC programmes and drivers belonging to the device.

If the assistant does not start automatically or for the *COMfortel 1500*, start the PC programmes as described in the following.

1. Insert the CD (Auerswald Mega Disk) into the CD ROM disk drive.
2. If the Setup programme does not start automatically, please run "***Start*** ▶ ***Run***" in the task bar.
3. Click on "***Search***" and open the CD ROM disk drive. There you select the application "***autostart.exe***" in the root directory by clicking twice. Then you click on "***OK***".

4. Follow the instructions on the monitor by repeatedly pressing the button "***Continue***" and select the corresponding telephone.
5. Follow the instructions on the monitor and select the PC programmes and drivers to be installed[45].

COMfortel Set and *COMfortel Melody*

The configurations of the system telephone can comfortably be made via the configuration programme COMfortel Set. This refers to the settings that are possible on the telephone itself as well as additional settings such as currency name, cost per unit and the project list.

With the programme COMfortel Melody you can create your own ringer melodies for your telephone.

Minimal Requirements for the PC for COMfortel Set and COMfortel Melody

- PC with Intel Pentium 500 MHz or compatible processor
- Windows 2000 (Service Pack 4 or better) or Windows XP (Service Pack 2 or better)
- RAM memory: 64 MB, recommended 128 MB;
  for Windows XP: 128 MB, recommended 256 MB
- Harddisk memory used by the PC programme after the installation for
  COMfortel Set: 5 MB, for *COMfortel Melody*: 4 MB
  + 44 MB for the one-time installation of Java Runtime
- USB interface (if used) according to USB specification 1.1 or 2.0
- CD ROM drive
- Mouse or compatible pointer device
- SVGA graphic controller with a resolution of 800 x 600;
  recommended 1024 x 768 and 65536 colours (16 Bit)

Configure Telephone with *COMfortel Set*

Configure as follows:

1. Start the programme.
2. Select the interface "USB", "IP network", "ISDN controller CAPI 2.0" or "V.24" (with help of the V.24-COM-Port of the PC; e.g. COM 1, COM 2) under "***Options*** ▶ ***interface***" in the menu. If you select "IP network", the IP address of the PBX as well as the configuration port for system telephones has to be entered.
3. Via the button "***new***" you can create a file for the new settings of the configuration. It is necessary to set the telephone to be configured as well as the PBX correctly.
   or
   If you have already stored a configuration on your PC, you can open it by pressing the button ***"open"*** and selecting from ***"file"***.

[45] Only *COMfortel 2500*.

or
You can load the existing configuration from the telephone by pressing the button ***"open"*** and select from ***"telephone"***. You can select the requested telephone among all system telephones connected to the PBX in the following dialogue "connection paths".

4. A PIN entry may be necessary for the transfer of the configuration from the telephone. For the operation on the PBX systems COMpact 2204 USB, COMpact 2206 USB, COMpact 4406 DSL, COMpact 4410 USB and COMmander Basic it is the 6-digit user PIN stored in the telephone. For the operation on the PBX systems COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business the access to the telephone is only possible via the 6-digit PIN assigned in the PBX. First select the authority level in the dialogue "PIN entry" to define which PIN you like to enter: the Admin PIN, one of the SubAdmin PINs or the user PIN belonging to the telephone.
5. Define the expansion status[46] of the system telephone first. Place the base device and the key extension modules in their proper order on the monitor.
6. Then the other settings can be done one after the other.
7. If you have made all settings, it is recommended to save the corresponding files by pressing the button ***"save"*** and select ***"file"*** then.
8. Then you have to transfer the data via ***"save"*** and ***"telephone"*** into the telephone. You have to select the corresponding telephone via the dialogue "connection paths" and enter the necessary PIN in the dialogue "PIN entry".

You can open a help window for explanations on the open page via the menu "help ▶ help subjects" or with the F1 key.

Tips for *COMfortel Set*

To use the options of the programme in the best possible way, here are some tips: The view is divided into two parts:

- At the left side the subjects are listed.
- The page in the right shows the page of the selected theme. For working on the programme pages you do not need the menu line. All the entries and changes are made directly on the pages via mouse or keys.

Entry into a free field: A free entry field lets you enter a name or a number. Click into the corresponding field with the left mouse key and then enter a number or a name with the keyboard.

Change number or name: If you entered a number or a name and like to completely change these, click twice onto the entry to be written over with the left mouse key. After that it will be marked blue and can be directly written over or be deleted with delete/backspace.

Extendable tables (e.g. project lists)**:** In order to delete an entry in extendable tables (e.g. project lists), the whole line can be deleted here. Therefore click with the left mouse key into a field of the line to be deleted. This field gets a blue margin. By pressing the right mouse key then, a menu opens. Click on "delete line". If you marked several fields by drawing with a pressed left mouse key, several fields would be deleted.

Switch on/off functions: A square displays a switch field. An empty square means "off" or "no"; a little hook means "on" or "yes". The switch over happens by simply clicking on it with the left mouse key.

[46] Only COMfortel 2500.

Switch over functions: Some switches offer more then on/off, a small selection of settings. These switches have a predefined definition. If you like to change this, you will have to make a choice in the opened popup menu with the left or right mouse key.

- If there is a single field with an down arrow, open the popup menu by mouse click with the left mouse key onto the field.
- If there are several fields in a table column, mark the corresponding fields first. You can click into the corresponding field or click on the headline of the column to mark the whole column or drag with the pressed left mouse key over the corresponding fields. Then you can open the popup menu with the right mouse key.

Backup Data or transfer it to other Telephones

If you like to save the configuration and/or other data and settings, you can create a backup file of your telephone[47] with *COMfortel Set*. This backup data can be transferred later to the same or to any other system telephone *COMfortel 1500/2500*. You can select the requested areas (such as e.g. configuration, telephone book or melodies).

Important

You need the user PIN of the source telephone for the transmission of personal data (e.g. caller list, calls list) to another telephone.

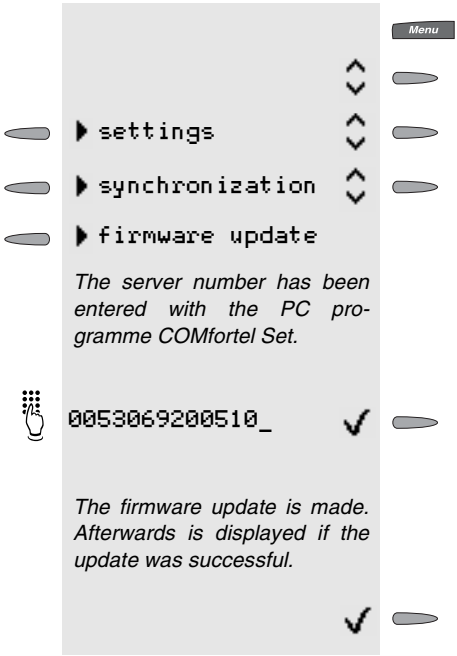
The telephone book of a COMfortel 2500 cannot be transferred to a COMfortel 1500.

[47] When operated on the PBX systems COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business the admin PIN is needed to create a backup file.

Start an Automatic Firmware Update

An update of the firmware of the telephone e.g. could make sense if additional features are offered. Contact your dealer whether an update is a benefit for you. Or stay informed about improvements in the telephone software - on our homepage in the Internet. The version number of the software in your telephone can be viewed as described in the chapter *View Information on Telephone and PBX* on page 185.

If the update is started as described in the following, the telephone will be connected to the stated server to receive the current software from there (the settings of the telephone remain unchanged). The update is free of charge: Only the charges for the necessary telephone connection have to be paid.


Menu
settings
synchronization
firmware update
The server number has been entered with the PC programme COMfortel Set.
0053069200510_
The firmware update is made. Afterwards is displayed if the update was successful.

Open the settings menu for the setting “Firmware Update” (You will find help on page 33 and the following).

Change the **server telephone number** if necessary.

Press the ✓ **softkey** to complete the entry.

Press the ✓ **softkey** to confirm the message.

Important

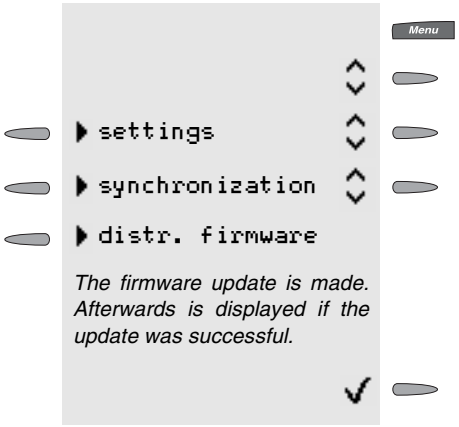
Please enter the external telephone number always with the exchange line access number “0”. (Exceptions: Direct Exchange Line Telephone; see page 56.)

Advice

In the configuration programme COMset of the PBX an automatic update of all connected system telephones can be configured additionally. This way an update is regularly done (e.g. annually) “via exchange line” with one system telephone and the new firmware *is “distributed” to the other system telephones then. (The update time is freely selectable in COMset and is preferably done at night. - On the display of the distributing system telephone **“Server Mode”** is shown during the distribution process. In this time an operation is not possible.*

Distribute Firmware

If you have made the firmware update manually, you can distribute this new firmware version from the same telephone to all the other system telephones connected to the PBX and identically constructed. You can select “immediately” (if the telephones are not busy) or “within def. time frame” (configured time in the PBX) for the time of execution.


settings
synchronization
distr. firmware
The firmware update is made. Afterwards is displayed if the update was successful.

Menu

Open the settings menu for “distribute firmware” (you find help on page 33 and the following).

Press the ✓ **softkey** to confirm the message.

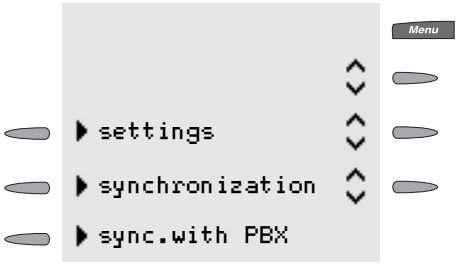
Advice

*On the display of the distributing system telephone “**Server Mode**” is shown during the distribution process. In this time an operation is not possible.*

If different system telephones (COMfortel 1500 and COMfortel 2500) are connected to the PBX, the manual firmware update has to be done on a COMfortel 1500 and on a COMfortel 2500. Then the distribution of the firmware can be started from both telephones. If there are older system telephones (COMfort 1000, COMfort 1200 and COMfort 2000 plus), an additional manual firmware update will be necessary for them, too.

Synchronization with the PBX

If necessary, a complete data synchronization with the PBX can be started.



Menu

Open the settings menu for “synchronization with PBX” (you find help on page 33 and the following).

Return to the Default Factory Settings

If necessary, you can reset up your telephone to the default factory setting.

	Menu	Press the **menu key**.
		Enter **#201** via keypad.
On the display appears a confirmation message.		
	✓	Press the ✓ **softkey** to confirm the message.
The telephone is reset to the default factory settings. Then the language has to be selected again and the internal telephone number of the telephone MSN) has to be entered.		
	^ v	Use the ^ and v **softkeys** to browse to the option you require and press the ○ **softkey** to the left of the option: • **[language]**: Selects one of the offered languages as display language.
	○...	
		Enter the **internal number**.
[internal number]	✓	Press the ✓ **softkey** to complete the entry.

Advice

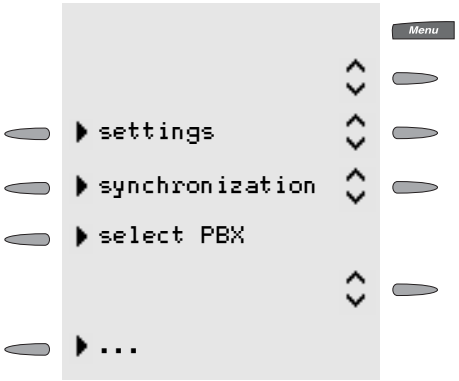
If you get the display message "function not possible" after selecting of the function, the telephone has not the necessary authorization level. To switch to the level, press the menu key, e.g. select the menu "functions" and then "additional" (see also page 34). After selection of the authorization level and following entry of the corresponding PIN, you can restart the function "return to the default factory settings" as described here.

When operated on the PBX systems COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 or COMmander Business the PINs remain because the PINs of the PBX are used. When operated on the other PBX systems the user PIN will be deleted.

Select PBX

The configuration of the telephone depends on the connected PBX. If the setting is changed here (instead of COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 or COMmander Business another PBX is selected or vice versa) – after confirmation of the new PBX on the display – the existing configuration is completely and irrevocably deleted.

To prepare the telephone for the operation on another PBX (service case), select the PBX used later. Ignore the error message and make the requested settings with COMfortel Set.



Open the settings menu for “select PBX” (you find help on page 33 and the following).

Use the ^ and v **softkeys** to browse to the option you require and press the ▸ **softkey** to the left of the option:

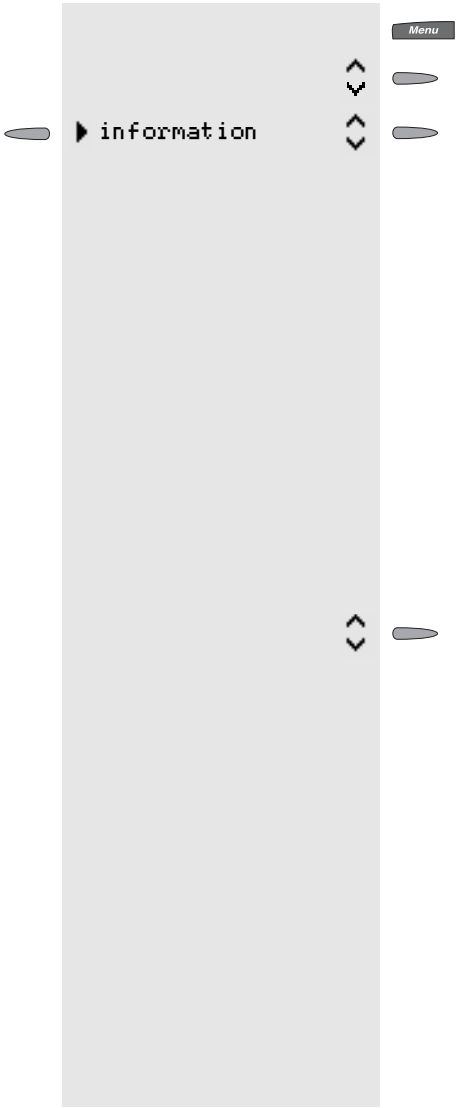
- **[PBX]**: Selects one of the offered PBX.

Advice

If the wrong PBX has been selected, this is detected and an error message is sent (display message as well as a repeated acoustic tone). If the selection of the wrong PBX is wanted for service reasons, the error message has to be ignored: Do not confirm the question “select PBX ... execute?” but press only the ***softkey****.*

View Information on Telephone and PBX

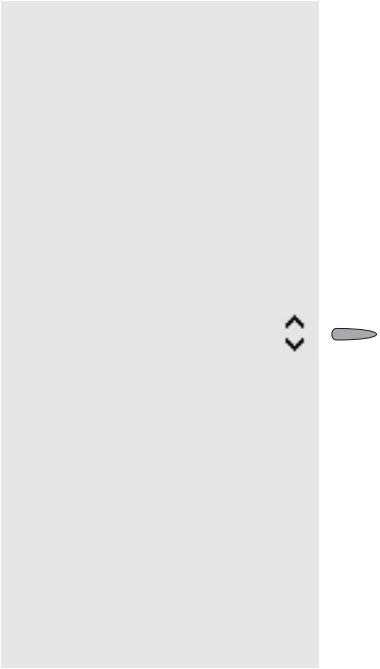
You can view important information on your telephone with the following information function.



Open the information menu (You will find help on page 33 and the following).

Use the ^ and v **softkeys** to browse to the option you require:

- **Version**: Shows the version of the telephone and of the PBX. By pressing the **i softkey** Information on the changes in the new version can be viewed.
- **MSN**: Shows the MSN of the telephone and the corresponding name (page 157).
- **configuration**: Shows the currently activated configuration (page 114).
- **subscriber call forwarding unconditional**: Shows an active Subscriber Call Forwarding unconditional with destination number/name (page 107).
- **subscriber call forwarding on busy**: Shows an active Subscriber Call Forwarding on busy with destination number/name (page 107).
- **subscriber call forwarding on no reply**: Shows an active Subscriber Call Forwarding on no reply with destination number/name (page 107).
- **call deblocker**: Shows if any existing Call Deblocker is activated (page 104).
- **call restrictor**: Shows if any existing Call Restrictor is activated (page 105).
- **ringer tone**: Shows if the ringer tone of the telephone is activated (page 99).
- **ringer volume**: Shows how the ringer volume acts during the ringing (page 170).
- **call waiting**: Shows if the Call Waiting tone is activated (page 102).
- **call waiting signal**: Shows how the call waiting is signalled (page 168).
- **InterCom authorization**: Shows if the InterCom authorization is active (page 127).



Use the ^ and v **softkeys** to browse to the option you require:

- **interface**: Shows if the telephone was connected to the PBX via U_{P0} or S_0.
- **headset**: Shows which headset type has been selected (page 158) and if the headset operation is active (page 97).
- **hardware**: Shows how many Xtension30 modules the telephone are connected.
- **Call charge most recent call**: Shows the call charges accrued for the most recent call.
- **Call charge total**: Shows the call charge sum accrued since the last deletion.
- **Charge allowance**: Shows the current charge status of the charge allowance account.
- **Serial number**: Shows the serial number of the telephone.
- **TAM message forwarding**: Shows an activated message forwarding with destination number (page 211 and page 214).
- **TAM quick access**: Shows the configured quick access numbers (page 211).
- **SD card**: Shows the available memory on the SD card.

Remote Programming

If you like to have the settings of the system telephone changed by your authorized dealer at a later time, it will not be necessary for a service technician to come to your house. The function remote programming enables the service technician with the corresponding devices during an external telephone connection to read or programme the data of the PBX or the telephone. He needs your authorization of course. That means only if you have released it by dialling certain digits (release of the PBX), the service technician can make the remote programming once.

Sequence of the Remote Programming for the Service Technician

The necessary hardware is a PC connected with a COMfortel 2500 on an internal S_0 port of your PBX or alternatively an ISDN PC-controller operated on an internal S_0 port or on the public telephone network. The necessary software consists of the configuration software COMfortel Set and the CAPI 2.0 driver for the system telephone or ISDN PC-controller.

After the release of the customer's PBX you can read out the configuration with the configuration programme *COMfortel Set* or reprogram it. Select the "***Interface***" "***ISDN PC-controller (CAPI 2.0)***" in the menu under "***Options***". Start with pressing the button *"**open**"* or *"**save**"*, then press the key "***Telephone***", enter the external telephone number of the customer's PBX

and confirm this with "***OK***" (you may also have to enter the exchange line access number). Select the corresponding telephone and confirm with "***OK***" again.

Technical Data

Operation Voltage	Supply via internal S_0 port or U_{P0} port out of the PBX; COMfortel 2500 with COMfortel Xtension30: wall-mount power supply is necessary; 230 V ∼; ±10%; 50 Hz
Wall-mount Power Supply	COMfortel XT-PS; Type number 809
Power Consumption	max. 2 W COMfortel 2500 fully extended: a maximum of 8 W (with wall-mount power supply)
System Connection	internal S_0 port or U_{P0} port of the PBX (COMmander Business (19"), COMmander Basic.2 (19"), COMmander Basic (19"), COMpact 5020 VoIP, COMpact 5010 VoIP, COMpact 4410 USB, COMpact 4406 DSL, COMpact 2206 USB or COMpact 2204 USB)
PC-/Data Interface	COMfortel 1500: none COMfortel 2500: USB
Displays	COMfortel 1500: LCD, 128 x 32 pixels; 18 LEDs, some multi-coloured COMfortel 2500: LCD, 128 x 64 pixels; white backlight; 18 LEDs, some multi-coloured COMfortel Xtension30: 30 LEDs, multi-coloured
User Elements	COMfortel 1500: Keypad, 11 function keys, 6 softkeys, 15 programmable function keys COMfortel 2500: Keypad, 11 function keys, 8 softkeys, 15 programmable function keys COMfortel Xtension30: 30 programmable function keys
Handset	Electret microphone, dynamic receiver, hearing aid compatible
Loudspeaker	8 Ohm, Ø 66 mm
Hook Switch	magnetic switch contact
Case	plastic material
Colours	white (light grey), dark blue, black
Size (W x D x H)	COMfortel 1500: 261 mm x 216 mm x 89 mm COMfortel 2500: 261 mm x 216 mm x 109 mm COMfortel Xtension30: 146 mm x 216 mm x 55 mm
Weight	COMfortel 1500: approx. 980 g COMfortel 2500: approx. 1120 g COMfortel Xtension30: approx. 410 g
Temperature Range	0 to 40°C
Safety	CE

Advice

Make sure that the power consumption of the terminals on the internal S_0 and U_{P0} ports of the Auerswald PBX do not exceed the listed values in the following table. If you like to connect more than the here stated number of system telephones COMfortel 1500/2500, you have to operate some of the COMfortel 2500 with the wall-mount power supply COMfortel XT-PS (type number 809).

PBX	*max. power consumption [48] of the sum of all internal S0 and U_{P0} Ports*	*max. number of COMfortel 1500 and COMfortel 2500 without wall-mount power supply*
COMpact 2204 USB	*2,5 W*	*1*
COMpact 2206 USB	*4 W*	*2*
COMpact 4406 DSL	*12 W (4 W per port)*	*6 (2 per port)*
COMpact 4410 USB	*12 W (4 W per port)*	*6 (2 per port)*
COMpact 5010 VoIP	*8 W (4 W per port)*	*4 (2 per port)*
COMpact 5020 VoIP	*24 W (4 W per port)*	*12 (2 per port)*
COMmander Basic	*32 W (4 W per port)*	*16 (2 per port)*
COMmander Basic.2	*60 W (4 W per port)*	*30 (2 per port)*
COMmander Business	*160 W (4 W per port)*	*80 (2 per port)*

Data for the Connection of a Headset

Current Consumption Microphonemax. 0.5 mA
Sensitivity of Microphone 45 dB
Impedance of Loudspeaker 150 Ohm

Pinout of the Receiver Jack (COMfortel 1500)

1: Microphone +
2: Loudspeaker +
3: Loudspeaker -
4: Microphone -

Pinout of the Headset Jack (COMfortel 2500)

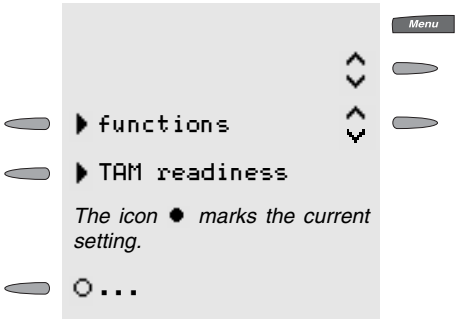
1: DHSG BUS_IN
2: DHSG GND
3: Microphone -
4: Loudspeaker -
5: Loudspeaker +
6: Microphone +
7: DHSG + 3.3 V
8: DHSG BUS_OUT

[48] In case of the PBX COMmander Basic, COMmander Basic.2 and COMmander Business the max. power consumption additionally includes the analogue ports. For each connected analogue subscriber you have to deduct 1 W from the max. power consumption.

Switch on/off Readiness[49]

If the answering machine should take calls and record messages, the readiness (call acception) has to be switched on.

Use the Function via Function Menu:

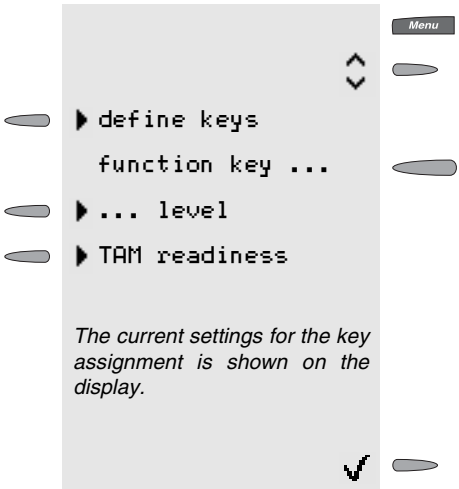


Open the function menu for the function “TAM readiness” (You will find help on page 33 and the following).

Press the ○ **softkey** to the left of the option you require:

- **activating**: Switch on TAM readiness.
- **switching off**: Switch off TAM readiness.

Assign Key:



Open the key programming menu for the function “TAM readiness” (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[switching type]**: Enables the assignment with switch on, off or over.

Press the ✓ **softkey** to complete the settings.

Use Function via Key:

By pressing the key the TAM readiness is switched on, off or over.

LED Signalling next to the Key:

green	TAM readiness assigned to the key is switched on.
off	TAM readiness assigned to the key is switched off.

[49] Only on COMfortel 2500 with SD card. After 30 days a chargeable release of the function COMfortel Voicemail is necessary via Upgrade Centre (see page 21).

Advice

*You can also activate the readiness in the idle state by pressing the **softkey** and switch it off by pressing the **softkey** (see Pic. 9 on page 32). The pictogram reflects always the current status.*

You can also switch on/off the readiness via remote access (see page 221).

Even with an activated readiness only calls with an activated call acceptance will be accepted (see page 196).

For each message of a caller a WAV file is stored on the SD card. The WAV files can be transferred from the SD cards to a PC (see page 220). Besides this the recordings are collected in the caller list and can be played via message key (see page 190).

Answering Machine List[50]

In the answering machine list of the telephone up to 100 messages and call recordings are stored with the following information: Name and recording time as well as telephone number of the caller/call partner. Besides this the recordings have counting numbers with the last recording having the number 1.

You can call a caller back directly out of the answering machine list (page 191).

The LED above the message key informs you about entries in the answering machine list (LED signalization is configurable, see page 167).

Listen to the Recordings (Messages and Call Recordings)

On the right side next to the list selection the number of new recordings/calls is shown.

▸ TAM list 2

The last recorded, latest massage or the last recorded/latest call recording is displayed.

▸

The latest recording is played.

Press the **message key** to switch from the idle state to the list selection.

Press the ▸ **softkey** to the left of the option **TAM List** to open the answering machine list (is jumped over if the other lists are empty).

Press the ▸ **softkey** to start the reproduction of the recording.

Advice

Additional functions in the answering machine list, see Pic. 33 on page 192.

*If you activated the automatic replay (see page 198), the latest recordings are played automatically one after the other after you open the answering machine list (without pressing the ▸ **softkey**). The latest recording will be played first.*

[50] Only on COMfortel 2500 with SD card. After 30 days a chargeable release of the function COMfortel Voicemail is necessary via Upgrade Centre (see page 21).

Please pay attention that the latest recording has always the top position and therefore has the number 1.

If new recordings are "broken" or incomplete during playback, the SD card may be too fragmented. To make enough space for later recordings, delete the recordings that you do not need anymore or store them on your PC (see page 220). With an existing standard PC card reader the SD card can also be defragmented via PC.

*If you like to leave the menu, press the **exit key**.*

You can also listen to the recordings via remote access (see page 221).

You can also open the TAM list via the function menu (see page 34).

You can also configure the TAM list on a freely programmable function key (page 35). This way the TAM list is opened by simply pressing this key.

Dial from the Answering Machine List

▸ TAM list

The latest recorded message or the latest call recording is shown.

The subscriber is called.

Press the **message key** to switch from the idle state to the list selection.

Press the ▸ **softkey** to the left of the option **TAM List** to open the answering machine list (is skipped if the other lists are empty).

Scroll with the ⏭ and ⏮ **softkeys** to the requested recording.

Pick up the **receiver**.

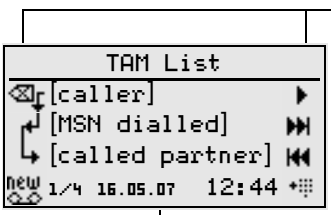
or

Press the **hook key** to start handsfree operation (see also page 38).

Advice

*If you like to leave the menu without dialling the displayed number, press the **exit key**.*

Pic. 33: Display Options in the TAM List



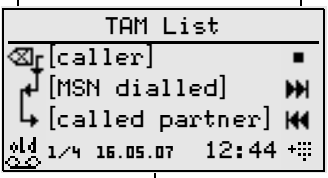
Softkeys:

- : Delete displayed recording
- : Start playback of the recording
- : Scroll to the next (older) recording
- : Scroll to the previous (newer) recording
- : Take over entry into the dial preparation and perhaps into the telephone book (page 82)

Information on the recording:

- Caller
- MSN dialled (for external call)
- Called partner
- Type of recording
  new message (new),
  old or already listened message (old),
  call recording ( )
- Current number of the recording/number of the available recordings
- Date of the recording
- Time of the recording

Pic. 34: During the Playback



Softkeys:

- : Delete currently played recording
- : Stop playback
- : Skip currently played recording
- : Repeat last or currently played recording
- : Take over entry into the dial preparation and perhaps into the telephone book (page 82)

Information on the recording:

See above

List of Voice Memos[51]

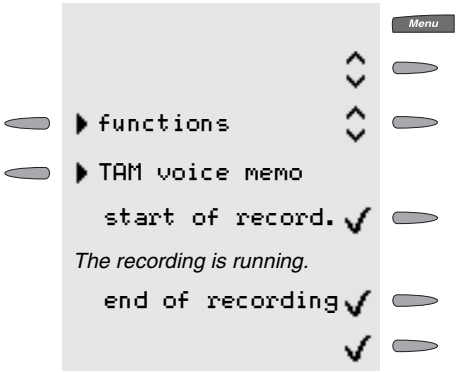
In this list up to 100 voice memos with date, time and length of the recording are available (recording of voice memos see page 193). The voice memos are attached to a running number. The latest/newest recording has the number 1.

The LED near the message key informs you about entries in the list of voice memos (LED signalization is configurable, see page 167).

Record Voice Memos

The function voice memo enables the recording of personal information.

Use the Function via Function Menu:



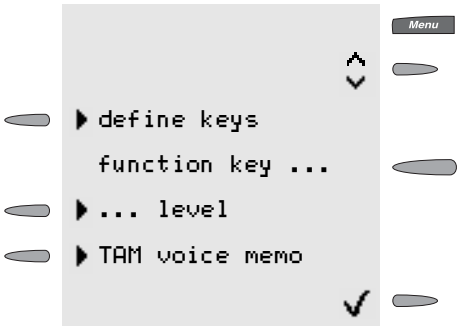
Open the function menu for the function “TAM voice memo” (You will find help on page 33 and the following).

Press the ✓ **softkey** to start the recording.

Press the ✓ **softkey** to stop the recording.

Press the ✓ **softkey** to store the recording.

Assign Key:



Open the key programming menu for the function “TAM voice memo” (You will find help on page 33 and the following).

Press the ✓ **softkey** to complete the settings.

[51] Only on COMfortel 2500 with SD card. After 30 days a chargeable release of the function COMfortel Voicemail is necessary via Upgrade Centre (see page 21).

Use Function via Key (only in the idle State of the Telephone):
By pressing the key in the idle state of the telephone the recording of a voice memo will be started. After the recording you can finish and store the recording by pressing the ✓ **softkey** twice.

LED Signalling next to the Key:
red (flashes) A voice memo is recorded.

Advice

Recordings with a recording time shorter than 1 second are deleted by the telephone.

For each voice memo a WAV file is stored on the SD card. The WAV files can be transferred from the SD card to a PC (see page 220). The recordings are collected in the list of voice memos and can be played via the message key (see page 193).

Listen to the Recordings (Voice Memos)

Press the **message key** to switch from the idle state to the list selection.

On the right side next to the list selection the number of new recordings/calls is shown.

▶ TAM voice memo 2

Press the ▶ **softkey** to the left of the option **TAM voice memo** to open the TAM voice memo (is skipped if the other lists are empty).

The last recorded, latest voice memo is displayed.

▶

Press the ▶ **softkey** to start the playback of the recording.

The latest recording is played.

Advice

Additional functions in the list of voice memos, see Pic. 35 on page 195.

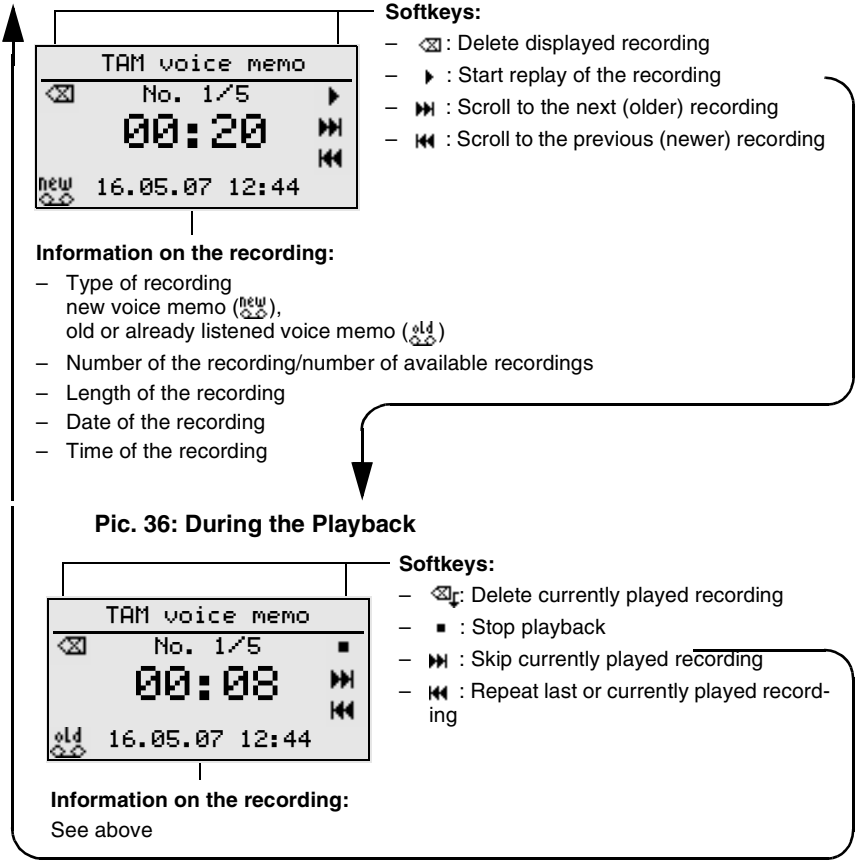
*If you activated the automatic replay (see page 198), the latest recordings are played automatically one after the other after you have opened the list of voice memos (without pressing the ▶ **softkey**). The latest recording will be played first.*

Please pay attention that the latest recording always has the top position and therefore has the number 1.

If new recordings are "broken" or incomplete during playback, the SD card may be too fragmented. To make enough space for later recordings, delete the recordings that you do not need anymore or store them on your PC (see page 220). With an existing standard PC card reader the SD card can also be defragmented via PC.

*If you like to leave the menu, press the **exit key**.*

Pic. 35: Display Options in the List of Voice Memos


TAM voice memo
No. 1/5
00:20
new 16.05.07 12:44
Softkeys:
– ⌫: Delete displayed recording
– ▶: Start replay of the recording
– ⏭: Scroll to the next (older) recording
– ⏮: Scroll to the previous (newer) recording
Information on the recording:
– Type of recording
new voice memo (new),
old or already listened voice memo (old)
– Number of the recording/number of available recordings
– Length of the recording
– Date of the recording
– Time of the recording

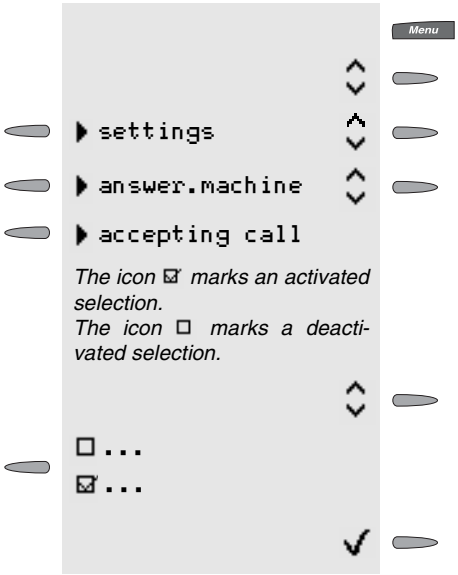
Pic. 36: During the Playback

Configure the Answering Machine[52]

Configure the Call Acceptance

If you like to prevent that each call types is accepted by the answering machine, you can configure the call type to be accepted. The following call types can be selected:

- external calls
- internal calls
- group calls
- door calls
- Call Deblocker calls (calls overriding the Do-not-Disturb)



Open the settings menu for the setting “accepting call” (You will find help on page 33 and the following).

Use the ^ and v **softkeys** to browse to the option you require and press the ☐ or ☑ **softkey** to the left of the option to reverse the actual status:

- **[call type]**: Activates/deactivates the call acceptance of the call type by the answering machine.

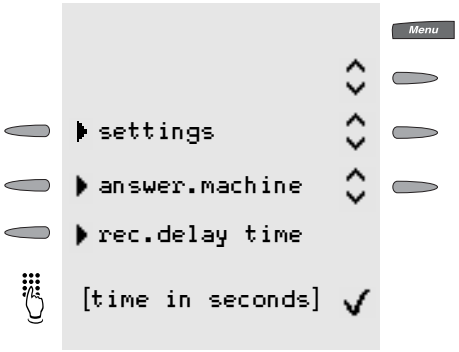
Press the ✓ **softkey** to complete the settings.

Set the Call Acceptance Time

In this menu you define after how many seconds the answering machine will take the call. The following entries are possible:

- 0...99: call acceptance time 0-99

[52] Only on COMfortel 2500 with SD card. After 30 days a chargeable release of the function COMfortel Voicemail is necessary via Upgrade Centre (see page 21).



Open the settings menu for the setting “recording delay time” (You will find help on page 33 and the following).

Enter the **time in seconds**.

Press the ✓ **softkey** to complete the settings.

Advice

If you have activated the remote access toll saver (see page 210), the call acceptance time varies depending on if there are new messages or not.

Configure the maximum Recording Time

In this menu you can configure after how many minutes the answering machine itself stops the recording (if the caller does not hang up earlier). The following entries are possible:

- 0: no recording, the caller only listens to the announcement
- 1...98: max. recording time 1-98 minutes
- 99: unlimited recording time (limited by the memory size)

Open the settings menu for the setting “recording time” (You will find help on page 33 and the following).

Enter the **time in minutes**.

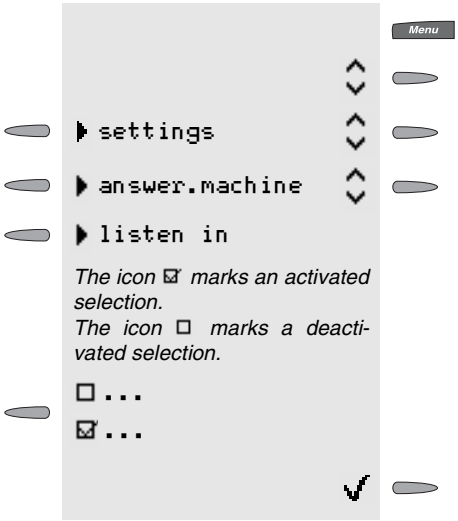
Press the ✓ **softkey** to complete the settings.

Advice

Recordings shorter than 1 second are deleted by the telephone.

Switch on/off the Listen in

In this menu you can configure if during the call acceptance of the answering machine the loudspeaker of the telephone has to be switched on to listen in to the caller.



Open the settings menu for the setting “listen in” (You will find help on page 33 and the following).

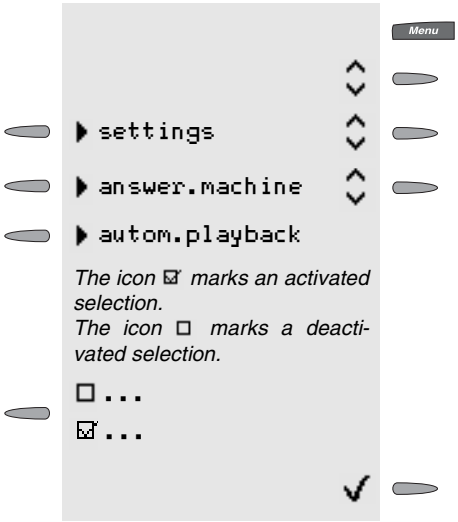
Press the ☐ or ☑ **softkey** to the left of the option you require to reverse the actual status.

- **listen in**: Activate/deactivate the listen in.

Press the ✓ **softkey** to complete the settings.

Switch on/off Automatic Playback

In this menu you can configure if the playback of new recordings starts automatically after you have opened the answering machine list or the list of voice memos or only after pressing the ▸ **softkey**.



Open the settings menu for the setting “automatic playback” (You will find help on page 33 and the following).

Press the ☐ or ☑ **softkey** to the left of the option you require to reverse the actual status.

- **autom. playback**: Activate/deactivate the automatic playback.

Press the ✓ **softkey** to complete the settings.

Create and edit Announcements[53]

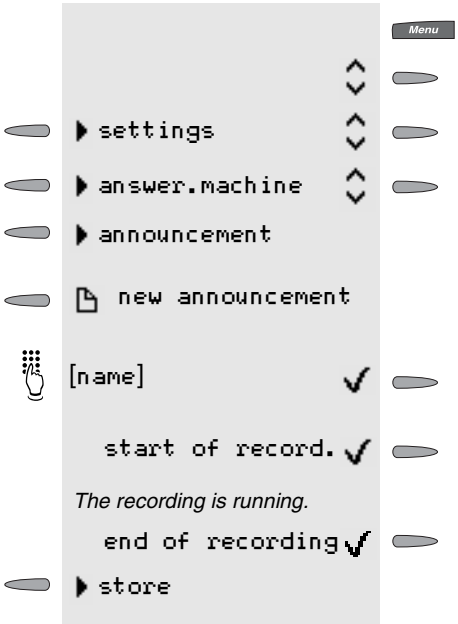
In addition to the standard announcements the answering machine allows the administration of individual announcements.

You can copy already existing announcements with the PC programme COMfortel Set to the SD card (see page 220) or you can record new announcements via telephone as described later.

Advice

The use and assignment of announcements to different call types is described on page 203.

Create new Announcements



Open the settings menu for the setting “announcement” (You will find help on page 33 and the following).

Press the **softkey** to record a new announcement (is skipped if there is no announcement).

Enter the **name** (up to 8 characters).

Press the ✓ **softkey** to complete your entry.

Press the ✓ **softkey** to start the recording of the announcement.

Press the ✓ **softkey** to stop the recording.

Press the ▸ **softkey** to the left of the option **store** to store the recording.

Advice

The recently created announcement is stored in the list of announcements and can be changed at any time (see page 200). How to assign the here created announcements to the different call types is described on page 203.

Recordings with a length shorter than 1 second are deleted by the telephone.

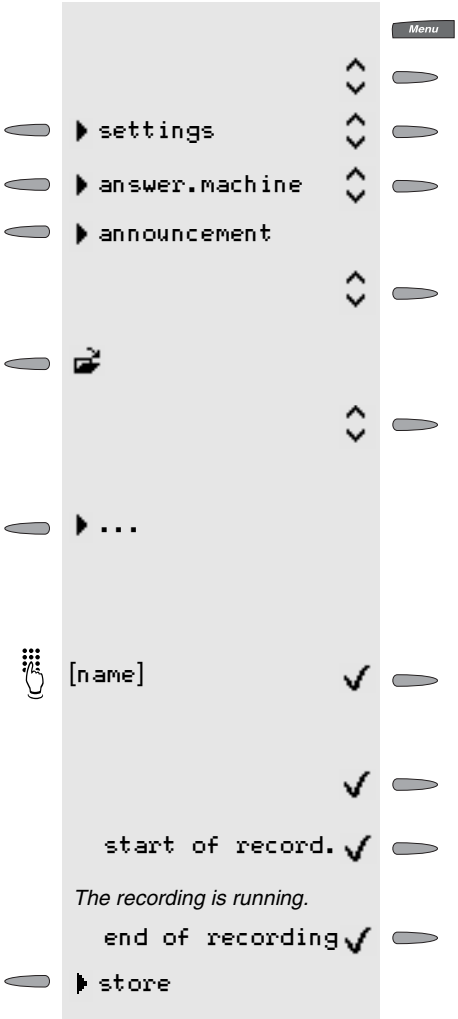
If new announcements are “broken” or incomplete during playback, the SD card may be too fragmented. To make enough space for later recordings, delete the recordings that you do

[53] Only on COMfortel 2500 with SD card. After 30 days a chargeable release of the function COMfortel Voicemail is necessary via Upgrade Centre (see page 21).

not need anymore or store them on your PC (see page 220). With an existing standard PC card reader the SD card can also be defragmented via PC.

For each announcement a WAV file is stored on the SD card. The WAV files can be transferred from the SD cards to a PC (see page 220).

Edit or delete existing Announcement in the List



Open the settings menu for the setting “announcement” (You will find help on page 33 and the following).

Use the ^ and v **softkeys** to browse to the entry you require.

Press the **softkey** to start the editing of the entry.

Use the ^ and v **softkeys** to browse to the option you require and press the ▸ **softkey** to the left of the option:

- **change**: Change the entry.
- **delete**: Delete the entry after confirming the security question.
- **playback**: Play the stored announcement.

Only available when selecting the option **change**:

Overwrite the **name** (up to 8 characters) if necessary.

Press the ✓ **softkey** to complete your entry.

Press the ✓ **softkey** to overwrite the current announcement.

Press the ✓ **softkey** to start the recording of the announcement.

Press the ✓ **softkey** to stop the recording.

Press the ▸ **softkey** to the left of the option **store** to store the recording.

Assignment of Announcements[54]

In addition to the standard announcements the answering machine allows the administration and use of individual announcements. You can copy existing announcements with the PC programme COMfortel Set to the SD card (see page 220) or record new announcements via telephone (see page 199).

Now these announcements can be assigned to different call types, callers or call destinations. Assign them depending on the priority and make the configuration as follows:

- If you like to assign different announcements to individual call types, make the corresponding settings via function menu or function keys as described in the following (page 203).
  Or configure with the PC programme COMfortel Set under ***Answering machine*** ▶ ***Automatic*** and activate the automatic.
  Independent from the configuration location the following call types are offered:
  - external calls,
  - internal calls,
  - group calls,
  - door calls,
  - Call Deblocker calls (calls overriding the Do-not-Disturb).
- If you like to assign different announcements to the callers, depending on the external telephone numbers dialled by the caller, configure these settings with the PC programme COMfortel Set. Under ***Settings*** ▶ ***defined signalization*** you can enter the external telephone number used to reach your telephone. Then you assign an announcement to each telephone numbers under ***Answering machine*** ▶ ***Automatic***.[55] Activate the automatic.
- If you like to assign different announcements to the callers, depending the group called by the caller, configure these settings with the PC programme COMfortel Set. Under ***Settings*** ▶ ***defined signalization*** you can enter the group number used to reach your telephone. Then you assign an announcement to the telephone numbers under ***Answering machine*** ▶ ***Automatic***. Activate the automatic.

As external, internal, group -, door - and Call Deblocker calls can be influenced by more than one of these settings, the announcements are used in a pre-defined priority (priority list). But it will always be checked first if an announcement has been assigned via function menu or -key.

[54] Only on COMfortel 2500 with SD card. After 30 days a chargeable release of the function COMfortel Voicemail is necessary via Upgrade Centre (see page 21).

[55] Only available when operated on the PBX systems COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business.

Table 3: Priority List for External Calls

1. Announcement assigned to the call type “Deblocker calls” if the caller can be identified as a part of the Call Deblocker in case of an activated Do-no-Disturb.	via function menu or function key
2. Announcement assigned to the call type “group calls”	
3. Announcement assigned to the call type “external calls”	
4. Announcement assigned to the call type “Deblocker calls” if the caller can be identified as a part of the Call Deblocker in case of an activated Do-no-Disturb.	via PC programme COMfortel Set (automatic on)
5. Announcement assigned to a certain group telephone number if the group is called	
6. Announcement assigned to a certain external telephone number if the telephone number was dialled by the caller	
7. Announcement assigned to the call type “group calls” if a non-defined group was called	
8. Announcement assigned to the call type “external calls”	
9. Standard announcement (STANDARD.WAV) if no other announcement has been assigned	

Table 4: Priority List for Internal Calls

1. Announcement assigned to the call type “group calls”	via function menu or function key
2. Announcement assigned to the call type “internal calls”	
3. Announcement assigned to a certain group telephone number if the group is called	via PC programme COMfortel Set (automatic on)
4. Announcement assigned to the call type “group calls” if a non-defined group was called	
5. Announcement assigned to the call type “internal calls”	
6. Standard announcement (STANDARD.WAV) if no other announcement has been assigned	

Table 5: Priority List for Door Calls

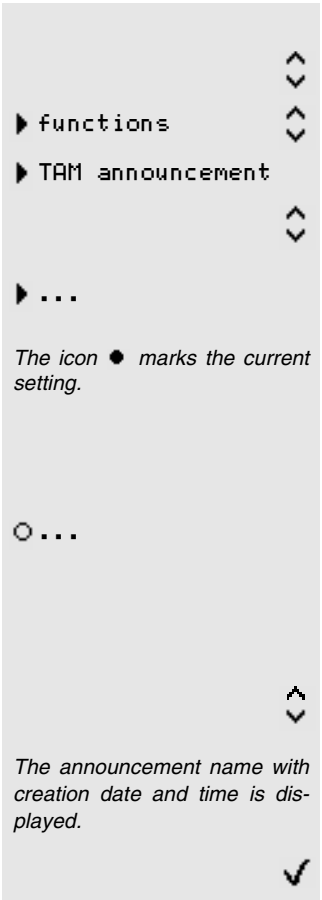
1. Announcement assigned to the call type “door calls”	via function menu or function key
2. Announcement assigned to the call type “door calls”	via PC programme COMfortel Set (automatic on)
3. Standard announcement (STANDARD.WAV) if no other announcement has been assigned	

Change Announcement Assignment

Via function menu or function key you can assign an individual announcement instead of the standard announcement (STANDARD.WAV) for the following call types:
- external calls,
- internal calls,
- group calls,
- door calls,
- Call Deblocker calls (calls overriding the Do-no-Disturb).

These announcements are also used if a previous announcement assignment for these call types has already been done via PC programme COMfortel Set and the automatic has been switched on (see page 201).

Use the Function via Function Menu:



Open the function menu for the function “TAM announcement” (You will find help on page 33 and the following).

Use the ^ and v **softkeys** to browse to the option you require and press the ▸ **softkey** to the left of the option:

- **[call type]**: Allows the selection of a call type.

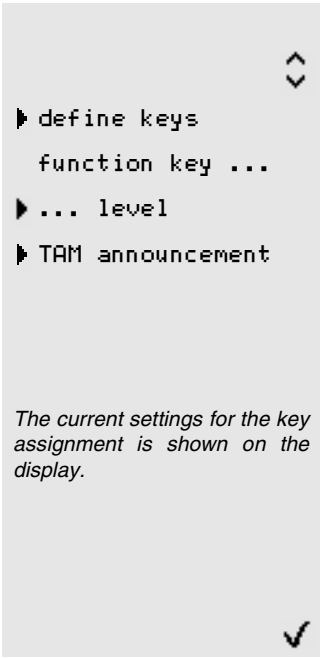
Press the ○ **softkey** to the left of the option you require:

- **own announcement**: Switch on an individual announcement for the selected call type.
- **standard announcement**: Switch on the standard announcement (STANDARD.WAV) for the selected call type - or if the automatic has been switched on the announcement assigned via PC programme COMfortel Set instead of the standard announcement.
  (No additional entry is necessary)

Use the ^ and v **softkeys** to browse through the announcement list (see page 199) to the option you require.

Press the ✓ **softkey** to select the announcement.

Assign Key:



The current settings for the key assignment is shown on the display.

Menu

Open the key programming menu for the function “TAM announcement” (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[general/defined]**: Switches from general to defined assignment.
- **[name]**: Allows to select an announcement from the list of announcements (see page 199).
- **[switching type]**: Enables the assignment with switch on, off or over.
- **[call type]**: Allows to select a call type.

Press the ✓ **softkey** to complete the settings.

Use Function via Key:

Generally assigned key (only during the idle state of the telephone): By pressing the key, the function menu for the function “TAM announcement” (s. a.) opens.

Defined assigned key: By pressing the key the configured announcement is switched on.

LED Signalling next to the Key (only for defined Assignment):

green	The announcement assigned to the key is switched on for the corresponding call type.
off	The announcement assigned to the key is not switched on.

Advice

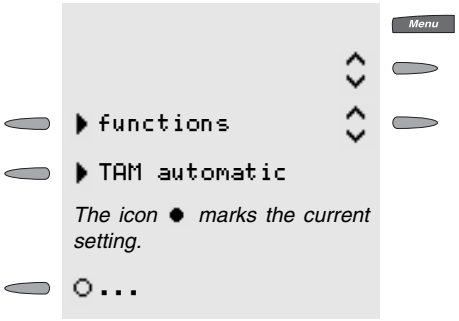
The announcement assignment configured via PC programme COMfortel Set is overridden but not overwritten. That means if the announcement is switched off via function menu or function key or the option standard announcement is selected, an announcement previously switched on via automatic will be used again.

The announcements to be selected in the announcement list have to be transferred to the SD card with the PC programme COMfortel Set (see page 221) or recorded via telephone first (see page 199).

Switch on/off the Automatic

If the automatic has been switched on, the announcements assigned via PC programme COMfortel Set will be used (see also page 201).

Use the Function via Function Menu:

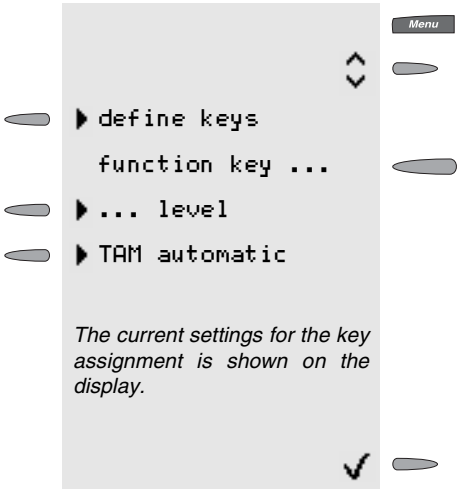


Open the function menu for the function “TAM automatic” (You will find help on page 33 and the following).

Press the ○ **softkey** to the left of the option you require:

- **activating**: Switch on the automatic.
- **switching off**: Switch off the automatic.

Assign Key:



Open the key programming menu for the function “TAM automatic” (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[switching type]**: Enables the assignment with switch on, off or over.

Press the ✓ **softkey** to complete the settings.

Use Function via Key:

By pressing the key the automatic is switched on, off or over.

LED Signalling next to the Key:

green	The automatic is switched on.
off	The automatic is switched off.

Advice

You can also switch on/off the automatic via remote access (see page 221).

The announcement assignment switched on with the function automatic can be overridden via function menu or function key (see page 203).

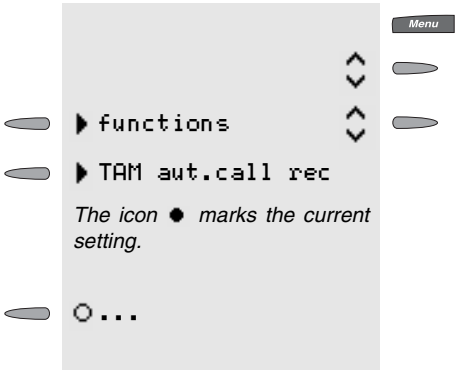
Call Recording[56]

The function call recording enables the recording of your telephone calls e.g. for a later evaluation.

Automatic Call Recording

After switching on the automatic call recording every newly started call (inbound or outbound) will be recorded completely.

Use the Function via Function Menu:

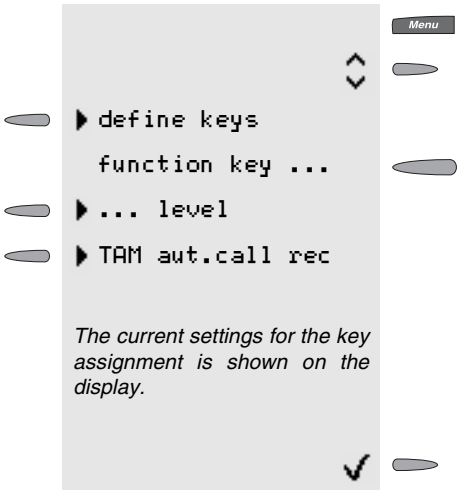


Open the function menu for the function “TAM automatic call recording” (You will find help on page 33 and the following).

Press the ○ **softkey** to the left of the option you require:

- **activating**: Switch on the automatic call recording.
- **switching off**: Switch off the call automatic recording.

Assign Key:



Open the key programming menu for the function “TAM automatic call recording” (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[switching type]**: Enables the assignment with switch on, off or over.

Press the ✓ **softkey** to complete the settings.

[56] Only on COMfortel 2500 with SD card. After 30 days a chargeable release of the function COMfortel Voicemail is necessary via Upgrade Centre (see page 21).

Use Function via Key:
By pressing the key the automatic call recording is switched on, off or over.

LED Signalling next to the Key:

red	The automatic call recording is switched on.
red (flashes)	The current call is recorded. (The signalization is only done here if the automatic call recording is switched on but not after the manual activation of the call recording during the call.)
off	The automatic call recording is switched off.

Advice

To inform the call partner about the recording, you can switch on the info tone (page 208).

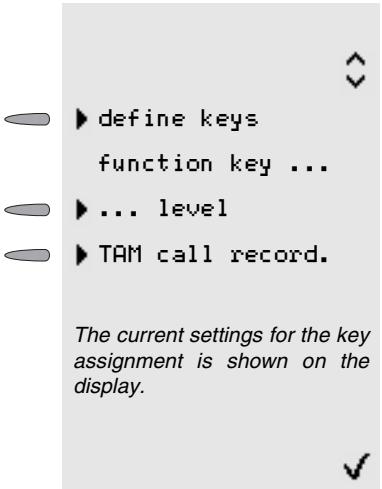
Recordings shorter than 1 second will be deleted by the telephone.

For each call a WAV file is stored on the SD card. The WAV files can be transferred from the SD card to a PC (see page 221). The recordings are collected in the answering machine list and can be played via the message key (see page 190).

Call Recording

Besides of the automatic call recording a manually controlled call recording is possible. This works independently of the automatic call recording. The calls can also be recorded partially.

Assign Key:



The current settings for the key assignment is shown on the display.

Menu

Open the key programming menu for the function “TAM call recording” (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[switching type]**: Enables the assignment with switch on, off or over.

Press the ✓ **softkey** to complete the settings.

Use Function via Key (only during a call):
By pressing the key during a call the call recording is switched on, off or over.

LED Signalling next to the Key:
red (flashes) The current call is recorded.

Advice

*You can also start the call recording via the call menu (page 62) during a call by selecting **TAM call record.** and by pressing the ✓ **softkey**. Then you can stop the recording by selecting **end of record.** again and by pressing the ✓ **softkey**.*

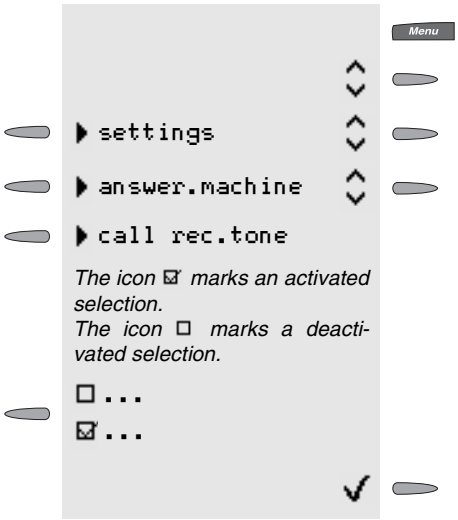
To inform the call partner about the recording, you can switch on the info tone (page 208).

Recordings shorter than 1 second will be deleted by the telephone.

For each call a WAV file is stored on the SD card. The WAV files can be transferred from the SD card to a PC (see page 221). The recordings are collected in the answering machine list and can be played via the message key (see page 190).

Switch on/off the Call Recording Info Tone

To draw the call partner's attention to the recording of the call (page 206), you can switch on the call recording tone.



Open the settings menu for the setting "call recording tone" (You will find help on page 33 and the following).

Press the ☐ or ☑ **softkey** to the left of the option you require to reverse the current status.

- call recording tone.: Activate/deactivate the call recording info tone.

Press the ✓ **softkey** to complete the settings.

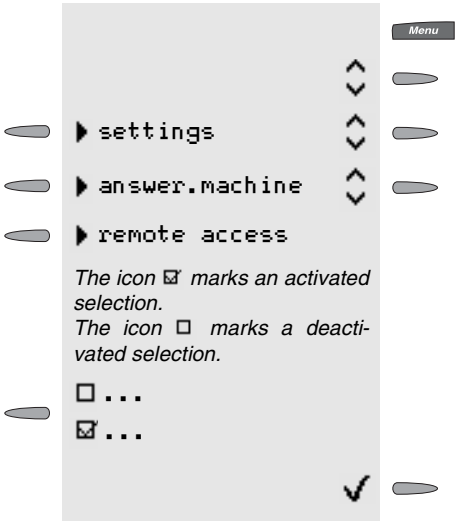
Configure the Remote Access[57]

If you also like to access the answering machine via another internal telephone or via an external telephone and to operate it (see page 221), configure the remote access first as follows:

- Switch on the remote access as described in the following.
- Assign a user PIN (page 167).[58]
- If you like to save money, as long as there are no new messages, switch on the remote access toll saver (page 210).
- If you like to simplify the remote access without the use of the user PIN and like to transfer your telephone number instead, switch on the quick remote access in addition to the remote access (page 210). Enter also one or two quick access telephone numbers (page 211).
- If you like to be informed by the answering machine away from home way as soon as a new message has been recorded, configure the message forwarding (page 211) and activate it on demand (page 213).

Switch on/off the Remote Access

In this menu you can define if a remote access to the answering machine is possible.



Open the settings menu for the setting “remote access” (You will find help on page 33 and the following).

Press the ☐ or ☒ **softkey** to the left of the option you require to reverse the current status.

- **remote access**: Activate/deactivate the remote access.

Press the ✓ **softkey** to complete the settings.

[57] Only on COMfortel 2500 with SD card. After 30 days a chargeable release of the function COMfortel Voicemail is necessary via Upgrade Centre (see page 21).

[58] When operated on the PBX systems COMpact 5010 VoIP, COMpact 5020 VoIP, COMmander Basic.2 and COMmander Business the user PIN has to be assigned in the configuration manager of the PBX.

Switch on/off the Remote Access Toll Saver (and Quick Remote Access)

The following variants are available:

- **Remote Access Toll Saver off**: The answering machine will accept a call always according to the defined call acceptance time (page 196).

  After the answering machine has accepted the call, you can start the remote access during the announcement and the following 10 seconds (by entering the star + user PIN + hash; see also page 221).

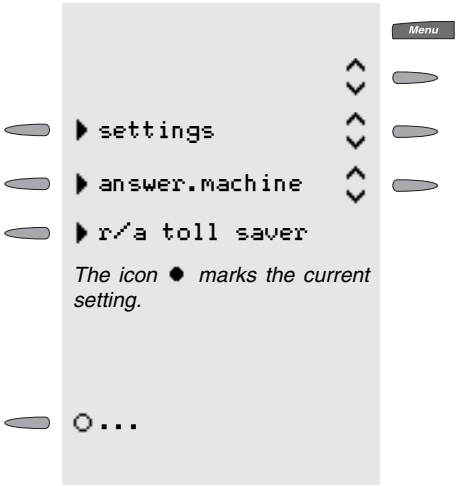
- **Remote Access Toll Saver on**: The answering machine will only accept the call after the defined call acceptance time (page 196) if there are new messages. But if there are no new messages, the call acceptance time will be extended by ten seconds (approx. 2 ringback tones) compared with the defined call acceptance time.

  So you can detect even before the call acceptance by the answering machine that an access is not necessary and perhaps disconnect the call in time.

  After the answering machine has accepted the call, you can start the remote access during the announcement and the following 10 seconds (by entering the star + user PIN + hash; see also page 221).

- **Remote Access Toll Saver with Quick Remote Access:** The answering machine will take a call immediately if a quick access telephone number has been presented and if there are new messages. But if there are no new messages, the call acceptance time is extended by 10 seconds (approx. 2 ringback tones) compared with the defined call acceptance time.

  If the answering machine has taken the call, you can start with the remote access immediately (se page 221). The entry of the user PIN is not necessary.



Open the settings menu for the setting “remote access toll saver” (You will find help on page 33 and the following).

Press the ○ **softkey** to the left of the option you require:

- **off**: Switch off the remote access toll saver.
- **on**: Switch on the remote access toll saver.
- **quick access**: Switch on the remote access toll saver with quick access. The entry of a quick remote access number is necessary (page 211).

Advice

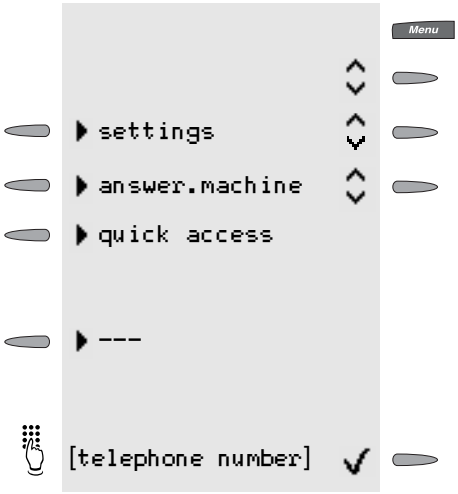
Pay attention that the call acceptance time will be extended by 10 seconds for each caller (if there are no new messages) if the remote access toll saver is active. Remind this when setting the call acceptance time.

In case of an activated quick access the call acceptance time only varies for the correctly presented quick access telephone numbers. For all other callers the answering machine takes the call according to the defined call acceptance time (if there are new messages or not).

If you have made settings in your PBX that delays the call to the telephone (e.g. subscriber Call Forwarding on no reply), the remote access toll saver and /or quick access is not efficiently usable.

Enter Quick Access Telephone Numbers

For the function remote access toll saver with quick access up to two quick access telephone numbers can be entered.



Open the settings menu for the setting “quick access” (You will find help on page 33 and the following).

Press the ○ **softkey** to the left of the option you require:

- – – –: Allows to enter a quick access telephone number.
- **[telephone number]** : Allows to change the existing quick access telephone number.

Enter the **quick access telephone number**.

Press the ✓ **softkey** to complete the entry.

Important

Please enter the external telephone numbers always with an exchange line access number “0”. (Exception: Direct Exchange Line Telephone; see page 56.)

Advice

If the telephone book key is pressed when entering the telephone number, you can select the requested number in the telephone book.

Configure Message Forwarding[59]

If you like to be informed by the answering machine away from home way as soon as a new message has been recorded, configure the message forwarding. The message forwarding

[59] Only on COMfortel 2500 with SD card. After 30 days a chargeable release of the function COMfortel Voicemail is necessary via Upgrade Centre (see page 21).

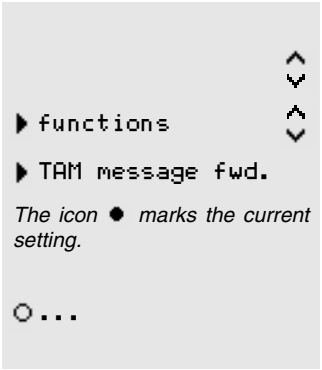
can be switched on on demand (e.g. if you leave your home) (page 211). If you have configured a message forwarding, it will be executed by the telephone as follows:

- As soon as a caller has recorded a new message, the telephone dials the entered destination number (page 214) - after expiration of the delay time (see page 214).
- If the called person takes the call, an announcement is played first to him (page 213) and then the new message is played.
- After the playback of the new message, a remote access can be started within 30 seconds (without PIN entry; see page 221).

Answering Machine – Switch on/off Message Forwarding

If you have configured message forwarding (page 211), you can start it on demand (e.g if you leave your home).

Use the Function via Function Menu:



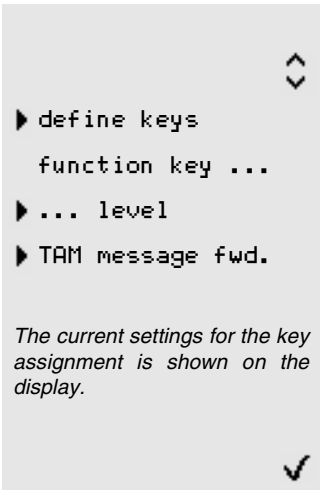
Menu

Open the function menu for the function “TAM message forwarding” (You will find help on page 33 and the following).

Press the ○ **softkey** to the left of the option you require:

- **activating**: Switch on the message forwarding.
- **switching off**: Switch off the message forwarding.

Assign Key:



Menu

Open the key programming menu for the function “TAM message forwarding” (You will find help on page 33 and the following).

If you like to change the current settings, press the **softkey** in front of the corresponding selection once or several times (You will find help on page 155 and the following):

- **[switching type]**: Enables the assignment with switch on, off or over.

Press the ✓ **softkey** to complete the settings.

Use Function via Key:
By pressing the key the message forwarding is switched on, off or over.

LED Signalling next to the Key:

green	The message forwarding is switched on.
off	The message forwarding is switched off.

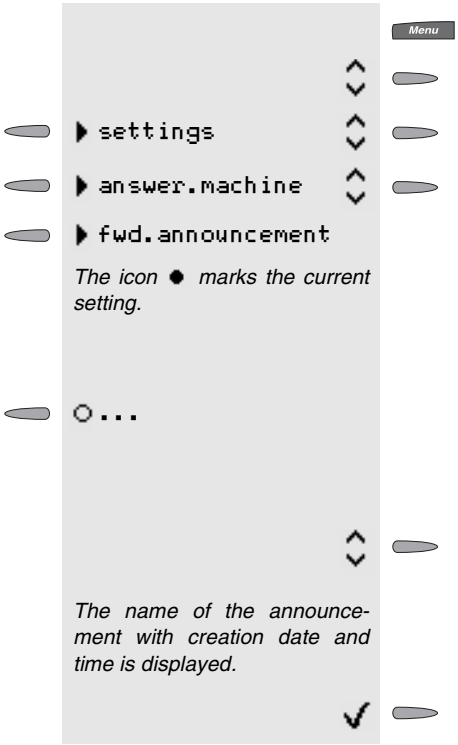
Advice

You can also switch on/off the message forwarding via remote access or enter a new destination telephone number (see page 221).

Configure Announcement for Message Forwarding

Before playing the new message(s) the standard announcement FORWARD.WAV is played to the called person (provided that the standard announcement has been copied to the SD card; see page 21).

If you like to use an individual announcement for the message forwarding instead of the standard announcement, configure it here.



Open the settings menu for the setting “forwarding announcement” (You will find help on page 33 and the following).

Press the ○ **softkey** to the left of the option you require:

- **own announcement**: Switch on an individual announcement for the message forwarding.
- **standard announcement**: Switch on the standard announcement for the message forwarding.
  (no additional entries are necessary)

Scroll with the ^ and v **softkeys** through the announcement list (see page 199) to the requested selection.

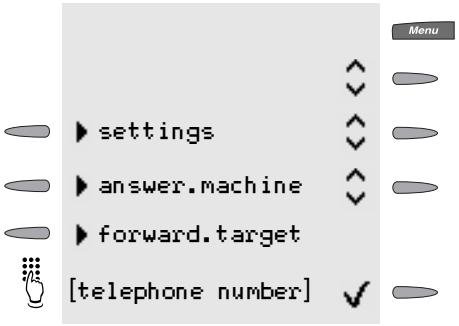
Press the ✓ **softkey** to select the announcement.

Advice

The announcements available in the announcement list have to be copied with the PC programme COMfortel Set to the SD card first (se page 221) or recorded via telephone (see page 199).

Configure Target for the Message Forwarding

Here you can enter the external telephone number that will be used as target to forward the messages.



Open the settings menu for the setting “forwarding target” (You will find help on page 33 and the following).

Enter the **external target telephone number**.

Press the ✓ **softkey** to complete the entry.

Important

Please enter the external telephone numbers always with an exchange line access number “0”. (Exception: Direct Exchange Line Telephone; see page 56.)

Advice

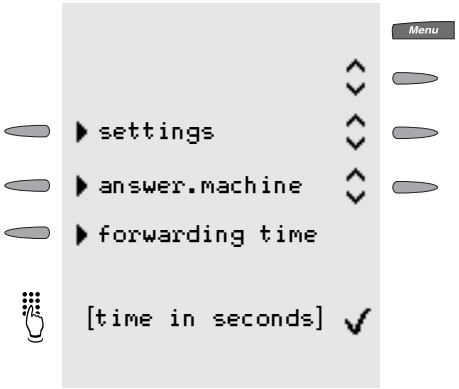
If the telephone book key is pressed when entering the telephone number, you can select the requested telephone number in the telephone book.

Configure Delay Time for the Message Forwarding

Here you can define after how many seconds the latest recorded message will be forwarded automatically.

The following entries are possible:

- 0...99: 0-99 seconds



Open the settings menu for the setting “forwarding time” (You will find help on page 33 and the following).

Enter the **delay forwarding time** between recording of a new message and start of the forwarding.

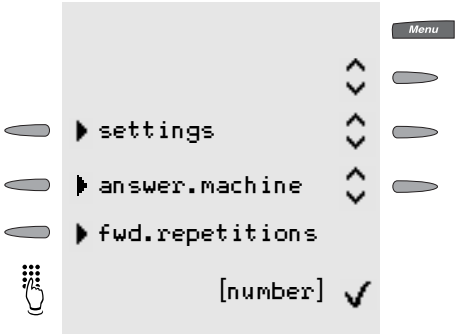
Press the ✓ **softkey** to complete the entry.

Configure Repetitions for the Message Forwarding

Thanks to this function you can define if and how often the message forwarding will be repeated if it was not successfully made. This may be the case for example if the subscriber with the entered target telephone number cannot be reached or a new message could not be played to its end.

The following entries are possible:

- 0: no repetition
- 1...9: 1-9 repetitions



Open the settings menu for the setting “forwarding repetitions” (You will find help on page 33 and the following).

Enter the **number of repetitions.**

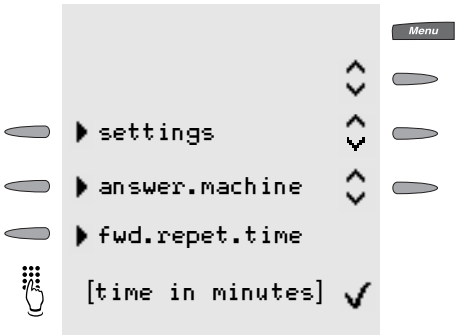
Press the ✓ **softkey** to complete the entry.

Set Repetition Delay Time for the Message Forwarding

If you have defined one or several repetitions for the message forwarding, you can define the delay time between the individual repetitions.

The following entries are possible:

- 1...9: 1-9 minutes



Open the settings menu for the setting “forwarding repetition time” (You will find help on page 33 and the following).

Enter the **delay time** between the repetitions.

Press the ✓ **softkey** to complete the entry.

Store the Data (Backup) on the SD Card[60]

With the function Backup the data of the telephone can be stored manually or automatically.

On the SD card a maximum of 14 complete or partial backups can be stored. When exceeding this number the oldest backup will be overwritten.

For each storage a directory is set on the SD card where a file is stored for each partly storage. The files can be backed-up by the SD card on the PC (see page 221).

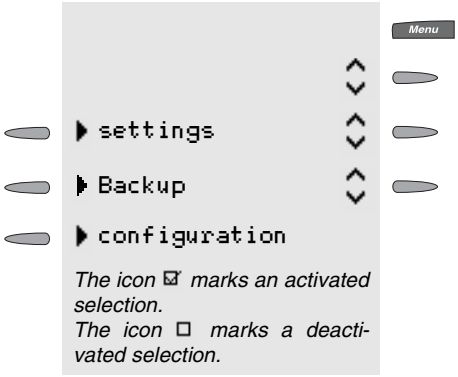
Besides this the backups are collected in a list in the telephone from which they can be selected for restore into the telephone again (see page 217).

Configure Backup

Instead of a complete backup of the telephone, also parts of the data can be selected for the storage. The setting is valid for both the manual and the automatic backup.

The following ranges can be selected:

- caller list (entries in the caller list)
- settings (settings made in the settings menu (except restrictions))
- functions (settings made in the function menu)
- function keys (programming of the function keys)
- calls lists (entries in the calls list)
- local telephone book (entries in the local telephone book)
- ringer melodies (individual melodies created with COMfortel Melody)
- project number (existing project list)
- restrictions (settings made in the setting menu for “restrictions”)
- scheduled calls (entries in the scheduled calls list)
- redial list (entries in the redial list)



The icon ☒ marks an activated selection.
The icon ☐ marks a deactivated selection.

Open the settings menu for the setting “configuration” (You will find help on page 33 and the following).

[60] Only on COMfortel 2500 with SD card. After 30 days a chargeable release of the function COMfortel Voicemail is necessary via Upgrade Centre (see page 21).

Use the ^ and v **softkeys** to browse to the option you require and press the ☐ or ☑ **softkey** to the left of the option to reverse the actual status:

- **[range]**: Activate/deactivate the storage of the range for the backup.

Press the ✓ **softkey** to complete the settings.

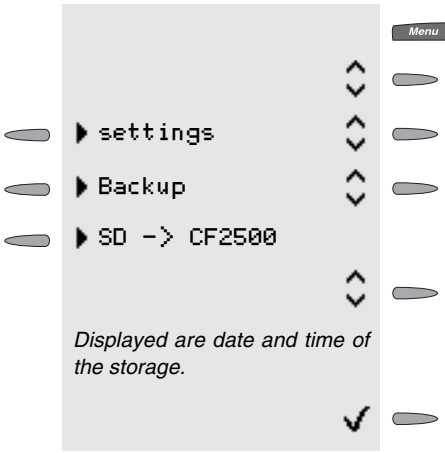
Execute Backup (COMfortel 2500 -> SD Card)

If you like to start the backup manually, follow these instructions:

Open the settings menu for the setting “CF2500 -> SD” (You will find help on page 33 and the following).

Restore the Backup (SD Card-> COMfortel 2500)

If you like to restore the backup, follow these instructions:



Open the settings menu for the setting “SD -> CF2500” (You will find help on page 33 and the following).

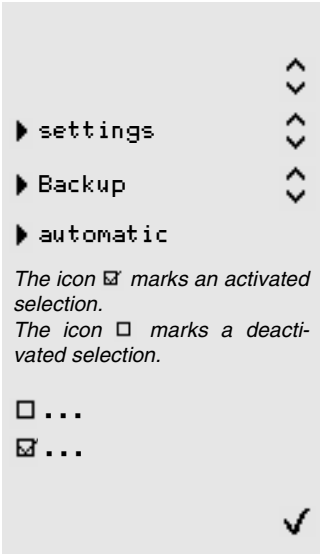
Use the ^ and v **softkeys** to browse to the backup you require.

Press the ✓ **softkey** to restore the selected backup.

The backup will be restored again.

Configure Automatic Backup

If you have activated the automatic backup, a backup of the telephone data will be done daily starting at midnight (as soon as the telephone is in the idle state).



Open the settings menu for the setting “automatic” (You will find help on page 33 and the following).

Press the ☐ or ☑ **softkey** to the left of the option you require to reverse the actual status.

- **automatic**: Activate/deactivate the automatic backup.

Press the ✓ **softkey** to complete the settings.

SD Card[61]

Format the SD Card

An SD already used for other applications can be formatted in the telephone wit FAT16. An SD card previously formatted with FAT32 will be reformatted.

Press the **menu key**.

Enter **#206** via keypad.

[61] Only on COMfortel 2500 with SD card. After 30 days a chargeable release of the function COMfortel Voicemail is necessary via Upgrade Centre (see page 21).

The security confirmation dialogue appears on the display.

Press the ✓ **softkey** to confirm the security question.

The formatting progress is shown on the display.

Afterwards at the bottom right side SD init *is displayed, as long as the SD card is initialized.* As soon as the pictogram is displayed instead of SD init, *the answering machine is ready for operation.*

Advice

After inserting the SD card for the first time the necessary directory structure will be created on the SD card. The tones used by the answering machine will also be created then. Announcements are not available after inserting the SD card. Individual announcements have to be recorded first (page 199) or standard announcements have to be uploaded with the PC programme COMfortel Set (page 220).

Check SD Card

With the following function the write performance of the SD card can be checked.

Press the **menu key**.

Enter **#205** via keypad.

After finishing the check the result is shown on the display.

Remove the SD Card safely

To leave current processes uninterrupted when removing the SD card, stop them first.

Press the **menu key**.

Enter **#207** via keypad.

The message "Remove SD card" appears on the display, as soon as all current processes will have been finished.

Data transfer between PC and SD Card[62]

Transfer Recordings and Backups with COMfortel Set

For each recording – announcement, message, call recording, voice memo – a .WAV file as well as a .DAT file (with information about the recording) is stored on the SD card. For each storage (Backup) a directory has been created on the SD card with a DAT file for each partly storage.

The files can be transferred comfortably via COMfortel Set (page ***COMfortel Set ▶ Answering machine ▶ Data exchange***) from the SD card to the PC or back from the PC to the SD card.

By transferring with COMfortel Set the SD card can stay in the telephone – in opposite of the transfer with an external card reader. Additionally name and telephone number of the caller are displayed in case of WAV files of messages or call recordings on the SD card. Another advantage for the administration of the data: If you stay with the mouse arrow on top of a WAV file for a certain time, a short information will be opened automatically. It displays the name, telephone number, date, length, playback duration and the file name of the corresponding recording.

[62] Only on COMfortel 2500 with SD card. After 30 days a chargeable release of the function COMfortel Voicemail is necessary via Upgrade Centre (see page 21).
For the support of the function COMfortel Set with SW version 1.9 or newer is necessary.

Make a Remote Access[63]

The following **requirements** have to be fulfilled:

- The remote access has been configured (page 209).
- The used internal or external telephone supports DTMF dialling.
- You know the user PIN of the COMfortel 2500.

Start the remote access as follows:

1. Call the COMfortel 2500.
2. After the defined call acceptance time the answering machine takes the call. You listen to the configured announcement.
3. During the announcement and the following 10 seconds you can start the remote access by entering the following DTMF digits:
   * user PIN #
4. You listen to the announcement for the remote access REMOTE.WAV (provided that the standard announcement has been transferred to the SD card; see page 21).
5. Make the remote access with the digits listed in the table.

Table 6: Functions of the Remote Access

2	Playback of new recordings (only messages).
3	Playback of all recordings (call recordings and messages).
4	Back to the previous recording.
5	Repeat currently played recording.
6	Skip to the next recording.
7	Deleting the currently played recording.
8	Stop the recording.
* 10	Switch off the readiness (see also page 189).
* 11	Switch on the readiness (see also page 189).
* 20	Switch off the automatic (see also page 205).
* 21	Switch on the automatic (see also page 205).
* 30	Switch off the message forwarding (see also page 212).
* 31	Switch on the message forwarding (see also page 212).
* 32 telephone number #	Change target of the message forwarding (see also page 214).
* 70	Delete all recordings.

Advice *If you have made a mistake when entering the user PIN, you can restart by entering * (star) again.*

[63] Only on COMfortel 2500 with SD card. After 30 days a chargeable release of the function COMfortel Voicemail is necessary via Upgrade Centre (see page 21).

Correct entries are confirmed with a positive confirmation tone (6 short tones) and wrong entries with a negative confirmation tone (3 long tones).

In case of an activated remote access toll saver (page 210) the call acceptance time may change. In case of an activated remote access toll saver with quick access you will hear the announcement for remote access (REMOTE.WAV) immediately and you can start with the remote access (without PIN entry).

A

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Lettering Labels

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